County of Los Angeles
CHIEF EXECUTIVE OFFICE
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"To Enrich Lives Through Effective And Caring Service"

SACHI A. HAMAI
Chief Executive Officer

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MICHAEL D. ANTONOVICH
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June 21, 2016

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

Dear Supervisors:

ADOPTED
BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

12   June 21, 2016

Lori Glasgow
LORI GLASGOW
EXECUTIVE OFFICER

**RESPONSES TO THE 2015-2016 LOS ANGELES COUNTY CIVIL GRAND JURY INTERIM REPORT RECOMMENDATIONS
(ALL DISTRICTS) (3-VOTES)**

SUBJECT

Approval of Los Angeles County (County) responses to the findings and recommendations of the 2015-2016 Los Angeles County Civil Grand Jury (CGJ) Interim Report, and the transmittal of responses to the CGJ, as well as the Superior Court, upon approval by the County Board of Supervisors (Board).

IT IS RECOMMENDED THAT THE BOARD:

1. Approve the County's responses to the findings and recommendations of the 2015-2016 CGJ Interim Report that pertain to County government matters under the control of the Board.

2. Instruct the Executive Officer of the Board to transmit copies of this report to the CGJ, upon approval by the Board.

3. Instruct the Executive Officer of the Board to file a copy of this report with the Superior Court, upon approval by the Board.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

Section 933(b) of the California Penal Code establishes that the Board shall comment on CGJ findings and recommendations which pertain to County government matters under control of the

Board.

On December 31, 2015, the 2015-2016 CGJ released its Interim CGJ Report containing findings and recommendations directed to the County homeless sheltering effort. The Chief Executive Office (CEO), Office of Emergency Management (OEM), County departments and the Los Angeles Homeless Services Authority have reported back on the CGJ recommendations and these responses are attached as the County's official response to the 2015-2016 CGJ Interim Report.

In the response back to the CGJ, the County highlighted the multiple efforts involved in assisting the homeless population during the El Niño storm season. On October 20, 2015, in anticipation of the El Niño storm season, the Board adopted a resolution declaring a shelter crisis. Using the authority granted by the declaration, the County provided as needed emergency temporary shelter programming in County public facilities for the period of October 15, 2015 through March 15, 2016. The resolution directed the County CEO, OEM to work with County departments, external agencies, and non-profit organizations to utilize County facilities in order to increase peak shelter capacity during periods of adverse weather. On March 15, the Board passed a resolution extending the shelter programs to April 15, 2016.

Annually, through partnerships with the Los Angeles Homeless Services Authority (LAHSA) and other non-profit organizations, the County provides approximately 1,106 beds in seasonal winter shelters (WS) located throughout the County. With the predicted El Niño season this year, the Board recognized that prolonged periods of adverse weather could increase the number of individuals seeking shelter.

In response to this direction, OEM developed the Augmented Winter Shelter Plan (AWSP) to address the temporary need for additional bed capacity during the El Niño season. Under the AWSP, the County formalized an approach to assist the homeless population by identifying 12 Augmented Winter Shelters (AWS) sites, which, in the event that capacity needs dictate their use, can be activated to serve as surge capacity locations to increase overall shelter capacity. Each of these County-owned locations was inspected for their suitability as an emergency shelter, including compliance with the American with Disabilities Act. These AWS sites had the capacity to provide up to 2,045 additional temporary beds. So as to be able to meet shelter needs quickly, six of the twelve sites were equipped with pre-placed shelter equipment so the sites could be placed into operation within 24 hours.

In other efforts, OEM, the Sheriff Department and LAHSA partnered to provide assistance to the homeless population encamped in the Los Angeles County riverbeds. This effort included disseminating information and educating the homeless in the various safety options and sheltering. Due to the success of the partnership, there were no swift-water rescue incidents involving the homeless in the County served areas during this El Niño season.

All recommendations that make reference to non-County agencies have been referred directly by the CGJ to those entities.

Implementation of Strategic Plan Goals

The recommendations and responses are consistent with all three of the County Strategic Plan Goals:

Goal No. 1 - Operational Effectiveness:

Maximize the effectiveness of the process, structure, and operations to support timely delivery of customer-oriented and efficient public service.

Goal No. 2 – Fiscal Sustainability:
Strengthen and enhance the County's capacity to sustain essential County services through proactive and prudent fiscal policies and stewardship.

Goal No. 3 – Integrated Services Delivery:
Maximize opportunities to measurably improve client and community outcomes and leverage resources through the continuous integration of health, community, and public safety services.

Strategic Asset Management Principles Compliance

Not applicable.

FISCAL IMPACT/FINANCING

During the 2015-16 El Niño winter season, the County contracted with LAHSA to provide the WS and AWS programing.   The costs are as follows:

Winter Shelters: In fiscal 2015-16, the County budgeted $2,541,000 for the WS program of which, $750,000 was on-going funding and $1,791,000 was one-time funding. LAHSA billed the County $2,541,000 for the service. The WS program included the following daily locations for sheltering services: Lancaster, Glendale, Santa Clarita, East San Gabriel Valley, Pomona, Bell, Inglewood and Long Beach.

Augmented Winter Shelters: $1,361,000 was budgeted for the AWS program during fiscal 2015-16. LAHSA billed the County for $160,179. The Department of Social Services also incurred costs for the department's staff who provided shelter staffing services estimated at approximately $10,000. The AWS program included the following locations for temporary sheltering services: City Terrace Park, Bassett Park, Athens Park, Del Aire Park, El Cariso Park, Steinmetz Park, and Castaic Park.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

In accordance with California Penal Code Section 933(b), the Chief Executive Office, OEM has submitted responses to the 2015-2016 CGJ Interim Report.

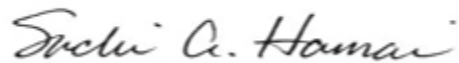**ENVIRONMENTAL DOCUMENTATION**

Not applicable.

CONTRACTING PROCESS

Not applicable.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

Not applicable.

Respectfully submitted,

SACHI A. HAMAI

Chief Executive Officer

SAH:AC:JR
DC:lac

Enclosures

c: Executive Office, Board of Supervisors
     Sheriff
     County Counsel
     Fire
     Health Services
     Internal Services
     Mental Health
     Parks and Recreation
     Social Services

RESPONSES TO THE CIVIL GRAND JURY INTERIM REPORT

COUNTY OF LOS ANGELES – <u>CHIEF EXECUTIVE OFFICE/OFFICE OF EMERGENCY MANAGEMENT (OEM)</u>

SUBJECT: 2015-16 INTERIM CIVIL GRAND JURY RECOMMENDATIONS FOR <u>THE PLANNING OF COUNTY HOMELESS POPULATION</u>

<u>RECOMMENDATION NO. 1.1</u>

The County of Los Angeles and each of its 88 cities should immediately locate buildings that could be used to shelter the approximately 29,000 homeless people who will not be accommodated by the plans known to the Civil Grand Jury (CGJ) from the expected torrential rains.

<u>RESPONSE</u>

The County of Los Angeles (County) agrees with the overriding thrust of the Interim Civil Grand Jury Report (ICGJ Report) recommendation that providing shelter to the County's homeless population during torrential rains is an important priority. As further described below, the County has implemented a multi-faceted approach to providing shelters to the homeless population during the El Niño season. In addition, the County has taken a proactive approach to combating homelessness in general.

With respect to the assumption in the ICGJ Report that the demand for shelters for homeless people during torrential rains would amount to as many as 29,000 people; the County disagrees with that assumption. The County believes that the actual demand for shelter services by people experiencing homelessness is a relatively small percentage of the total estimated number of homeless people. For a variety of complex reasons, many unsheltered individuals do not seek shelter even when it is offered. As an example, the Los Angeles Homeless Services Authority (LAHSA) estimates that 90% of people who utilize vehicles on a daily basis for temporary shelter rarely seek access to brick and mortar shelter operations.

Annually, through partnerships with LAHSA and other non-profit organizations, the County provides approximately 1,106 beds in seasonal winter shelters (WS) located throughout the County (Attachment I). With the predicted El Niño season this year, the County Board of Supervisors (Board) recognized that prolonged periods of adverse weather could increase the number of individuals seeking shelter. Therefore, the Board directed the County Chief Executive Office, Office of Emergency Management (OEM) to work with County departments, external agencies, and non-profit organizations to utilize County facilities in order to increase peak shelter capacity during periods of adverse weather.

In response to this direction, OEM developed the Augmented Winter Shelter Plan (AWSP) to address the temporary need for additional bed capacity during the El Niño season (Attachment II). Under the AWSP, the County formalized an approach to assist the homeless population by identifying 12 Augmented Winter Shelters (AWS) sites, which, in the event that capacity needs dictate their use, can be activated to serve as surge capacity locations to increase overall shelter capacity. Each of these County-owned locations was inspected for their suitability as an emergency shelter, including compliance with the American with Disabilities Act. These AWS sites can include up to 2,045 additional temporary beds for homeless clients during adverse weather conditions.

The AWS sites along with the existing WS sites brought the County's as-needed bed capacity to a total of 3,151. During the previous El Niño season, WS sites averaged a bed capacity rate of 95 percent (95% of 1,106 beds). Fortunately, the El Niño season was unusually mild and dry. Therefore, the County was required to activate the AWS system only three times (and only twice due to inclement weather). The County activated the AWS from January 4 through 6, 2016, and a second time when National Guard training activities prevented the use of the West Los Angeles and Inglewood Armories for the WS Program. During the AWS January activation due to storm activity, 7 out of the 12 AWS sites were opened based on the County's assessment of the needs at that time. The peak utilization at the seven sites was 205 clients, out of a total bed capacity of 1,131.

Both the WS Program and the AWSP are designed to fulfill a pre-planned need specific to sheltering homeless populations. This capability is not the only source of shelter operations available in the County. Should an unplanned need arise such as an earthquake, wildfire or other natural or manmade disasters, which results in the need to conduct emergency shelter operations, the County implements the Los Angeles County Mass Care and Shelter Annex to the Los Angeles County Operational Area Emergency Response Plan (Attachment III). This plan addresses emergency shelter needs for people regardless of their housing status, and could be activated to provide shelter for homeless individuals if necessitated by El Niño conditions.

The Mass Care and Shelter Annex describes the process by which the County in partnership with the American Red Cross (ARC) establishes emergency shelter operations. As part of this plan, the ARC has identified 1,120 shelter sites located throughout the County. When an emergency exists in the County that requires large scale emergency shelter operations, the County initiates the Mass Care and Shelter plan and requests the Board to adopt a Proclamation of a Local Emergency. Should the need for shelter capacity continue to escalate, the County turns to the State of California Office of Emergency Services to bring in State mutual aid resources. If the need exceeds the State's capability, then the Governor of California requests Federal assistance.

The Board understands that homelessness is a serious issue and it requires a solution that recognizes that shelter is only one step. Therefore, on August 17, 2015, the Board

launched the Homeless Initiative to combat the homeless crisis that pervades our communities. The primary initial objective of the Homeless Initiative was to develop a coordinated set of recommended strategies to combat homelessness. To achieve this objective, the Homeless Initiative convened 18 policy summits on nine topics from October 1 to December 3, 2015, which brought together County departments, cities and other public agencies, and a wide range of community partners and stakeholders. This effort resulted in 47 strategies (http://priorities.lacounty.gov/homeless) divided into six areas, which are each key to combating homelessness:

- Prevent Homelessness
- Subsidize Housing
- Increase Income
- Provide Case Management and Services
- Create a Coordinated System
- Increase Affordable/Homeless Housing

On February 9, 2016, the Board approved these strategies and included an initial $100 million in new one-time funding for these efforts.

RECOMMENDATION NO. 1.2

The County of Los Angeles and each of its 88 cities should determine what additional supplies and equipment need to be relocated to the buildings identified above to provide for the basic human needs of the people housed in those buildings during the El Niño event. These buildings should be identified and located according to need across the County. Shelters additionally should provide space for personal items and be staffed and controlled by Department of Health employees and patrolled by police.

RESPONSE

The County agrees with the overriding thrust of the ICGJ Report recommendation. As mentioned in the response to Recommendation No. 1.1, the County has a multi-faceted approach to providing shelter to the homeless population during El Niño conditions. The County has identified 12 AWS sites for overflow use in addition to the existing WS sites. All 12 AWS sites are properties under the jurisdiction of the County Department of Parks and Recreation. Six of these twelve sites have pre-placed supplies needed to conduct shelter operations. In the event of an activation of the AWS, shelter operators provide services to the homeless clients arriving at County sites. All basic needs are provided, including meals and security services. Prior to each activation, the Los Angeles County Sheriff Department's Parks Bureau is notified and they increase park patrol activity accordingly.

Homeless clients are allowed to bring a limited amount of personal items with them to the winter shelters. In order to provide a safe environment, each homeless client is searched for drugs and weapons and personal belongings are placed at an identified secure area within the facility.

For large scale disaster shelter operations, the ARC has 85 pre-placed shelter supply units and 25 mobile shelter supply units. In addition, the ARC warehouses additional supplies. Presently the ARC has 40,000 cots and 80,000 blankets available for deployment in the County.

RECOMMENDATION NO. 1.3

The County and its 88 cities should immediately take steps to reasonably modify ordinances and regulations that would impede the sheltering of people in public structures and facilities during the El Niño event, by relaxing restrictions in health, fire, and other safety standards applicable to non-catastrophic times.

RESPONSE

The County agrees with the substance of this recommendation. Prior to the Civil Grand Jury's issuance of the ICGJ Report, the County had already undertaken the steps outlined in this recommendation.

On October 20, 2015, in anticipation of the El Niño storm season, the Board adopted a resolution declaring a shelter crisis to provide emergency temporary shelter in County public facilities for the period of October 15, 2015 through March 15, 2016 (Shelter Crisis Declaration). A copy of the Shelter Crisis Declaration is attached as Attachment IV. In declaring a shelter crisis, the Board found that a significant number of persons within the County could be without the ability to obtain shelter during the stated period, resulting in a threat to their health and safety. The Board also provided in the Shelter Crisis Declaration that, in accordance with Government Code Section 8698 et seq., the provisions of any state or local regulatory statute, regulation or ordinance prescribing standards of housing, health or safety were suspended with respect to applicable County and/or public facilities being used as temporary shelters pursuant to said Board action, to the extent that strict compliance with such standards would in any way prevent, hinder or delay the mitigation of the effects of the shelter crisis.

RECOMMENDATION NO. 1.4

The County and its 88 cities should immediately take steps to waive ordinances and regulations that for whatever reason similarly block private entities from providing temporary shelter to people without homes.

RESPONSE

The County disagrees with the substance of this recommendation. As indicated in response to Recommendation No. 1.3, the provisions of Government Code Section 8698 et seq., apply only to public facilities. Absent similar state authority, the County may not suspend health and safety standards to shelters operated by private entities. Therefore, for private facilities located within the unincorporated County, the County is

required to enforce applicable health, fire and safety laws, including fire and building codes, which have been enacted as required by state law.

Except for public facilities that are owned or operated by the County within cities, the County only has land use jurisdiction, and thus control of the zoning codes, in the County's unincorporated area. The County's zoning ordinance allows emergency or homeless shelters to be located in the following zones: R-3, R-4, C-1, C-2, C-3, C-M, and all industrial zones with a director's review, which provides a streamlined, staff level, administrative procedure that does not require a public hearing. Homeless shelters are defined under the County's zoning ordinance as residential uses operated by a governmental agency or non-profit, which provide temporary accommodations for up to six months per individual. The criteria used to evaluate homeless shelters under a director's review procedure include a consideration of the maximum number of residents, minimum parking requirements, distancing standards and management requirements.

RECOMMENDATION NO. 1.5

The County of Los Angeles and each of its 88 cities at a minimum should purchase and provide tents, tarps, and ponchos to people who cannot be accommodated in shelters because they have pets or for whom there is no room in existing emergency shelters. Every step should be taken to assure that unsheltered people remain dry and avoid hypothermia.

RESPONSE

The County disagrees with the substance of this recommendation. The County believes that its first priority is to assist homeless people in gaining access into a secure, safe shelter. Once at the shelter, the providers and County service teams have the opportunity to engage homeless clients and evaluate the services they may require as the first step towards transitioning them to permanent housing.

OEM recently surveyed the Cities of Los Angeles, New York, San Francisco, Seattle, Chicago and Dallas to understand their best practices for providing homeless individuals and families with protection from adverse weather. OEM learned that none of the cities offered tents, tarps and ponchos as a means for temporary shelter. The consensus from these cities coincided with the County's priority, which focuses resources on programs to assist people in transitioning to permanent housing. In addition, the distribution of tents, tarps and ponchos is discouraged by the County's Public Health Officer who is concerned that it can create a false sense of security, especially in severe weather conditions.

The Department of Animal Care and Control (DACC) is ready to assist the homeless clients with the care of their pets while they seek refuge at a sheltering location. DACC has 4 mobile animal sheltering trailers that are deployed to sheltering locations should

there be a need to house a large number of pets. DACC also has placed an order for two additional trailers to shelter pets.

RECOMMENDATION NO. 1.6

The County and its 88 cities should make plans or they should partner with nongovernmental entities to distribute these supplies.

RESPONSE

The County disagrees with the substance of this recommendation. The County refers to its response to Recommendation No. 1.5. The County continues to work with private and non-profit partners whenever there are possibilities to provide improved sheltering opportunities for the homeless population.

RECOMMENDATION NO. 1.7

Public Service Announcements should be made throughout Los Angeles County about the location of public-building shelters available to unsheltered people, including public transportation when needed.

RESPONSE

The County agrees with the substance of this recommendation. OEM has created various marketing documents as outreach tools to the homeless population (Attachment V). OEM utilizes partnerships with County departments and non-profit organizations who are experts in connecting with the homeless community. Through our partnerships with non-profit organizations, the County is able to utilize the existing sheltering transportation infrastructure to transport homeless clients to our WS and AWS sites. OEM also works with the County's Public Information Officer to ensure sheltering information is dispersed through the news and social media channels.

ATTACHMENT I

COUNTY HOMELESS SHELTERING BED CAPACITY

	ANNUAL WINTER SHELTER SITES	Bed Capacity
1	Lancaster- Yucca Site & High Dessert Mac	155
2	Santa Clarita	60
3	Glendale	110
4	Pomona	145
5	East San Gabriel Valley	190
6	Bell	96
7	Inglewood	150
8	Long Beach	200
	TOTAL	1106

	AUGMENTED WINTER SHELTER SITES (TEMPORARY)*	Bed Capacity
1	Bassett Park	249
2	Athens Park	207
3	City Terrace Park	164
4	El Cariso Park	175
5	Del Aire Park	100
6	Castaic Park	180
7	Washington Park	177
8	Roosevelt Park	135
9	Alondra Park	143
10	Pamela Park	166
11	Jackie Robinson Park	187
12	Loma Alta Park	162
	TOTAL	2045

Activated Only During Adverse Weather Conditions Only

Annual Winter Shelter Sites	1106
Augmented Winter Shelter Sites	2045
TOTAL COUNTY SHELTER BEDS	3151

ATTACHMENT II

LOS ANGELES COUNTY

AUGMENTED WINTER SHELTER EMERGENCY PLAN

MARCH 3, 2016

VERSION 5

EXECUTIVE SUMMARY

EXECUTIVE SUMMARY

This Augmented Winter Shelter Program (AWSP) plan is presented as a supporting document to the Los Angeles County (LAC) Operational Area Emergency Response Plan.

The AWSP describes Los Angeles County's operations during adverse weather related emergencies which may impact homeless populations, therefore requiring the addition of temporary winter shelter operations to ensure the safety and well-being of effected individuals.

The plan recognizes the need for the County to:

1. Communicate and coordinate through the Office of Emergency Management (OEM).
2. Implement the Augmented Winter Shelter Task Force (AWSTF) to address acute shelter needs during periods of inclement weather.
3. Mobilize resources and initiate actions in advance of threatening weather which may affect homeless populations.
4. Support a Countywide unified effort of government and non-government agencies to address critical needs in the homeless community. The plan is broken down into four (4) phases which include activities in preparedness, activation and response (shelter operations):

   I. Seasonal Readiness
   II. Ongoing Monitoring
   III. Determination of Augmented Shelter Alert
   IV. Augmented Shelter Facility Activation

Phase I actions are designed to ensure the County is prepared to activate additional shelter sites and that the responsible agencies understand their respective roles and responsibilities. Phases II through IV are implemented based on the ongoing assessment of potential adverse weather impacts to homeless persons.

The County has identified key County facilities distributed throughout the County which are suitable for temporary winter shelter operations. In partnership with established homeless winter shelter operators, these selected County facilities will be activated as temporary winter shelters based upon thresholds related to adverse weather or high peak demands in existing winter shelter operations.

The Chief Executive Office (CEO) Office of Emergency Management (OEM) in cooperation with designated County departments will form the AWSTF. The Task Force will monitor conditions in the County and activate additional shelter sites as necessary. The plan identifies specific actions to be taken by the County in each of the four phases.

TABLE O F CONTENTS

1. INTRODUCTION

1.1. This plan is for immediate use and is designed to provide the County and participating agencies with specific roles and responsibilities related to the implementation of an AWSP.

1.2. The Los Angeles County OEM, in coordination with other County departments and affected agencies will direct the implementation of this plan.

1.3. The principal planning unit for the AWSP is the AWSTF which consists of the following Departments and Agencies:

Animal Care and Control	L.A. City Emergency Management Dept.
Army Corp of Engineers	L.A. County Fire
CEO – Capital Projects	Los Angeles Homeless Services Authority
CEO – Homeless Initiatives	L.A. County Sheriff Department
CEO – Office of Emergency Management	L.A. County Parks and Recreation
Department of Public Health	National Weather Service
Department of Public Social Services	Red Cross
Department of Public Works	

2. SITUATION

2.1. The Los Angeles Forecast Office of the National Weather Service (NWS) issues a forecast which will trigger implementation of this Plan.

2.2. The LAC OEM is responsible for monitoring the weather conditions and will convene the AWSTF Coordination Conference Call to assess the potential for the issuing of an Augmented Winter Shelter Alert. These Alerts will trigger subsequent actions for the County.

2.3. The AWSTF can issue an Augmented Winter Shelter Alert when the County Health Officer issues a Cold Weather Alert (NWS forecast calls for three days of low daytime temperatures accompanied by night wind chill temperatures of 32 degrees or less.)

2.4. The AWSTF can issue an Augmented Winter Shelter Alert when the forecast calls for 1 inch of rain in 24 hours.

2.5. The AWSTF can issue an Augmented Winter Shelter Alert when the forecast calls for three consecutive days of ¼ inch of rain or more accompanied by temperatures at or below 50 degrees.

2.6. The AWSTF can issue an Augmented Winter Shelter Alert when the NWS issues a flood watch or warning.

2.7. The AWSTF can issue an Augmented Winter Shelter Alert for conditions not previously identified by the plan but for which it would be prudent to do so based upon critical need.

3. ASSUMPTIONS

3.1 The AWSP is designed to serve predominately homeless individuals.

3.2 The AWSP is part of a multi-layered shelter program consisting of the Winter Shelter Program, Augmented Winter Shelter Program and the American Red Cross Emergency Shelter Program.

3.3 Widespread and severe events will affect numerous homeless communities which may require additional resources and personnel beyond the initial scope of this plan.

3.4 Widespread or prolonged events may exceed overall shelter system capacity.

3.5 Shelter operations in County mixed use facilities will require the modification of existing programs to accommodate shelter operations.

4. FUNDING

4.1 Funding for activations will be provided by the CEO.

5. MISSION

5.1 The mission of the Augmented Winter Shelter Program is to reduce the potential for loss of life and additional risk factors caused by adverse weather which could affect the homeless residents of the County.

5.2 County planning for an Augmented Winter Shelter Program response will be led by the Augmented Winter Shelter Task Force (AWSTF) and be supported by designated County Departments, agencies and representatives.

6. COUNTY CONCEPT OF OPERATIONS

6.1 Facility Requirements:

    6.1.1 An Augment Winter Shelter must be ADA compliant and meet the approval of the County Departments of Public Works, Fire, Regional Planning, and Public Health (ATTACHMENT A). An Augment Winter Shelter must provide services and support as determined by the Winter Shelter Facility Operation Standard Operating Guide.

    6.1.2 An Augmented Winter Shelter must be easily accessible and located on or near a major street with access to public transit lines.

    6.1.3 An Augment Winter Shelter must provide clean restrooms located within or directly adjacent to the facility.

6.2 Operational Requirements

    6.2.1 Augmented Winter Shelter activation will occur upon notification of an Augmented Winter Shelter Alert issued by the AWSTF and will continue for the duration of the adverse weather event.

    6.2.2 Augmented Winter Shelters will be operated according to the standard operational guidelines established by the AWSTF and participating agencies.

6.2.3 Augmented Winter Shelters must report daily statistics of individuals that access shelter services to the OEM.

6.3 The County shelter operations described in this Plan will be activated or terminated at the direction of the AWSTF.

7. COUNTY ACTIVATION PHASES

Augmented Winter Shelter Program response will be carried out in consultation with the AWSTF and be supported by designated County Departments, agencies and representatives. The following phases are guidelines to determine the most appropriate level of response:

7.1 Phase I: Seasonal Readiness

7.1.1 Phase I actions may be activated during the months preceding the winter shelter season of November to March. These actions are designed to ensure the involved agencies are ready and sufficient resources are in place to implement the program.

7.2 Phase II: Ongoing Monitoring Phase

7.2.1 Phase II actions are taken as a result of credible predictions by the National Weather Service (NWS) of prolonged cold/freezing temperatures, or severe precipitation, or adverse weather for long periods.

7.2.2 The coordination among County departments increases in this phase, as well as specific contact with the local agencies participating in the AWSP.

7.2.3 Actions in this phase are designed to begin the overall coordination effort of the County and prepare for the possibility of an activation effort.

7.2.4 This phase is triggered when the AWSTF deems it necessary to convene the Augmented Winter Shelter Coordination Conference Call because of the following conditions:

o The NMS is predicting 1" or more of rain in 24 hours
o The NWS is issuing a Flood Watch or Warning
o The NWS is predicting ¼" of precipitation or more for three or more consecutive days accompanied by temperatures of 50 degrees or lower.
o Cold/freezing weather with credible weather forecasts of potentially adverse cold or freezing weather with weather conditions predicted to include low daytime temperatures accompanied by night wind chill temperatures of 32 degrees or less.
o National Weather Service Wind Chill Advisories of cold/freeze for 3 consecutive days or more.

7.3 <u>Phase III – Augmented Winter Shelter Alert</u>

    7.3.1   Phase III actions will include one or more of the following:

        7.3.1.1 The AWSTF deems it necessary to issue an AWS Alert based on a review of current situations and in consideration of credible National Weather Service forecast outlined in Phase II.

        7.3.1.2 The AWSTF makes the appropriate notifications and shifts to Phase IV.

        7.3.1.3 AWSTF Coordination Conference Calls will continue daily while the AWS Alert remains in effect.

7.4 <u>Phase IV –Augmented Winter Shelter Program Activation</u>

    7.4.1   Phase IV actions are taken when the AWSTF issues an AWS Alert as activation thresholds have been met and conditions pose a severe threat to homeless populations.

    7.4.1.1 Based upon the assessment of adverse weather and existing or predicted shelter capacity needs, the AWSTF will notify the participating agencies and departments to open temporary winter shelter sites in pre-designated County facilities.

    7.4.1.2 The AWSTF will monitor shelter needs on an ongoing bases and determine the need for appropriate shelter operations based upon need.

    7.4.1.3 Shelter operations will be terminated when conditions no longer indicate a need.

8. LEAD RESPONSIBILITIES

    8.1   The AWSTF will direct implementation of the plan in coordination with other County departments and agencies by issuing the aforementioned alerts.

    8.2   Assigned Departments and local agencies will work under the umbrella of the AWSTF. To successfully accomplish the mission, different County departments, and private agencies will need to work cooperatively.

    8.3   Multi-agency, multi-disciplinary coordination will occur in response to an AWSP event.

    8.4   AWSTF will reference the County AWS Plan during activations.

    8.5   AWSTF will issue appropriate notifications to County Leadership and the Board of Supervisors regarding the activation of the plan.

9. ROLES AND RESPONSIBILITIES OF COUNTY DEPARTMENTS AND PARTICIPATING AGENCIES

9.1 County departments and agencies will:

    9.1.1 <u>Issue Alerts</u>. AWSTF will issues notifications and Alerts.

    9.1.2 <u>Establish and manage shelters</u>. A private contractor will establish and manage the shelters per the AWS Standard Operating Guide.

9.1.3 <u>Provide a 24/7 single-source contact</u> for inquiries regarding the AWSP.

9.1.4 <u>Coordinate the activation</u> or implementation of the AWSP with the AWSTF.

9.1.5 <u>Provide updates</u>, as necessary to the AWSTF.

9.1.6 <u>Determine the roles of personnel</u> for their department and agencies.

9.1.7 <u>Develop internal Augmented Winter Shelter plans</u> for their specific department or agency which support the County AWSP.

9.2 Specific Roles:

9.2.1 The Office of Emergency Management will be the lead agency in implementing the direction of the AWSTF and coordinating with County Departments and agencies in providing temporary sheltering of the homeless population.

9.2.2 The Department of Public Works to monitor and issue precipitation alerts when warranted.

9.2.3 The Department of Public Health shall monitor and disseminate adverse cold weather alerts and provide inspection support of County facilities.

9.2.4 Parks and Recreation will identify and ensure facilities meet specifications determined by AWSTF.

9.2.5 Department of Public Social Services will provide support staff when needed in coordination with shelter providers.

9.2.6 Department of Animal Care and Control (DACC) will ensure pet and animal needs are being addressed at adverse weather centers.

9.2.7 The Sheriff Department will notify their department of activations of specified AWS locations.

9.2.8 Homeless shelter agencies will coordinate and communicate with their contract providers any directives issues by the AWSTF and ensure proper activation and de-activation requirements are met at each County AWS site.

10. INDICATORS

10.1 The issuance of a forecast of adverse weather by the National Weather Service will be the key indicator regarding this event type.

10.2 The AWSTF will determine the need to implement this plan upon receipt of a forecast indicating such conditions will prevail.

11. MACRO ACTIVITY CHART

Below is a macro view of anticipated and planned sequence of events surrounding augmented winter shelter operations:

Activity	Leads to	Responsible Department
Monitoring of weather conditions	Possible release of alert	OEM, DPW, DPH
Convening of AWSTF Coordination Conference Call	Review of conditions and determination of need to issue Alert	OEM initiates, others participate
Issuance of Alert or Warning	Activation of response elements of the plan	OEM
Activation of response elements	Activation of selected Augmented Winter Shelters	AWSTF and NGO's
Ongoing shelter operations	Integration with County or non-governmental organizations (NGO) to sustain shelter operations. Assessment of ongoing needs	AWSTF and NGO's
Operations terminated	Closing of shelters, return to normal operations	AWSTF and NGO's
Reassessment of operations	Review of the activation processes	AWSTF and NGO's

12. SEASONAL APPROACH

12.1 Appropriate seasonal preparedness efforts should always be incorporated by participating agencies.

12.2 Phases for adverse weather conditions are detailed in section 7 and are listed below:

    I. Seasonal Readiness
    II. Increased Readiness
    III. Augmented Winter Shelter Alert
    IV. Augmented Winter Shelter Plan Activation

13. PHASE I – SEASONAL READINESS

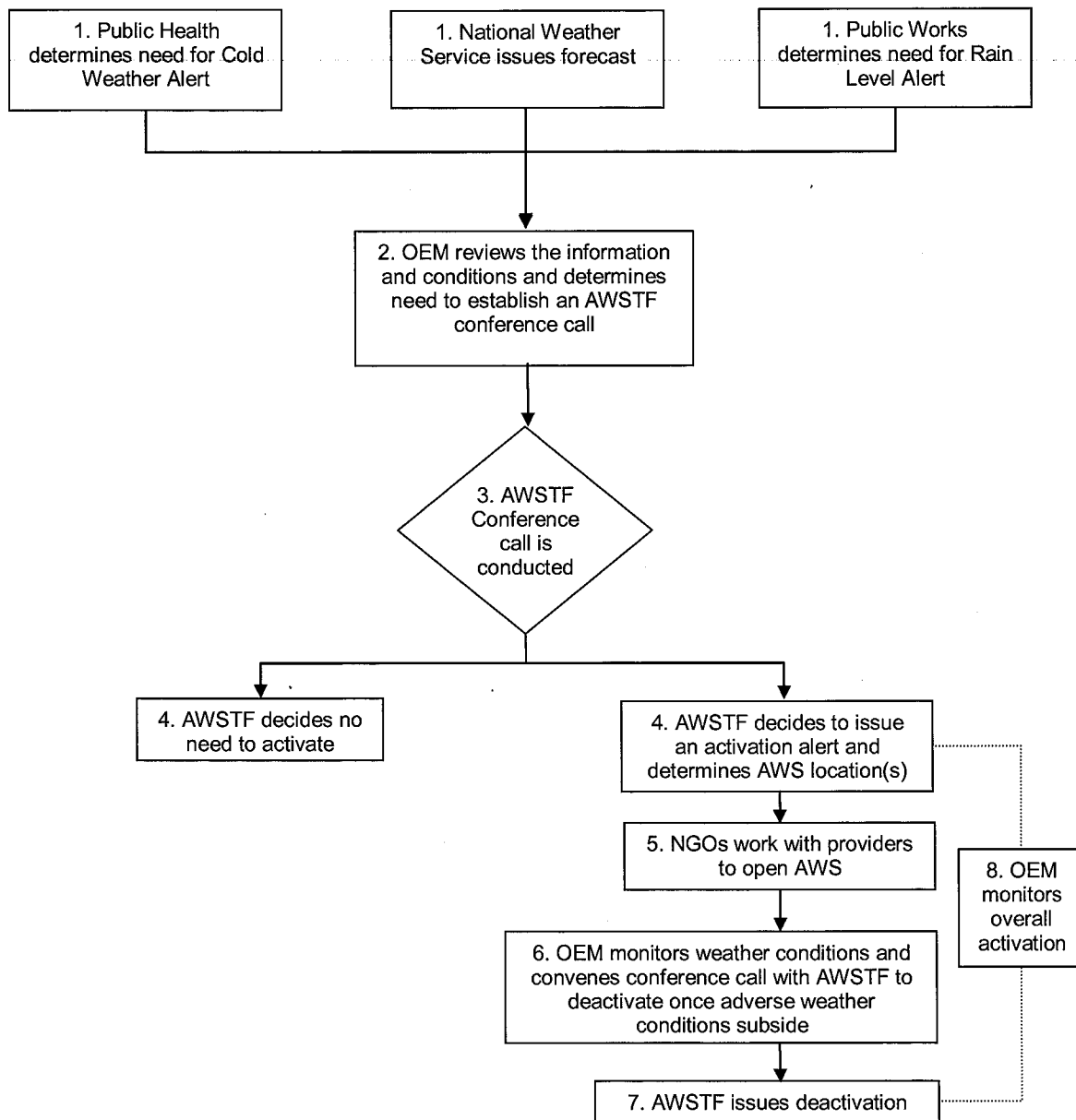| Local Activity	Responsible Dept./Agency	Support Agencies
Phase I Planning		
• Establish the Augmented Winter Shelter Taskforce (AWSTF) consisting of those agencies/ departments and service organizations to address acute shelter needs during periods of adverse weather and develop a strategy for notification and emergency actions to include the facilitation of establishing augmented adverse weather shelters.	OEM	
• Determine local activation levels of an adverse weather emergency plan utilizing the activation levels and phases indicated in this document and local weather conditions and climatic variations.	OEM	
Phase I Awareness		
• Monitor the client utilization levels in the existing winter shelters and determine needs.	AWSTF	
• Local agencies collaborate to identify any anticipated needs or problems.	AWSTF	
• Develop and disseminate public safety materials that include posters, flyers, and public media announcements.	AWSTF	
Phase I Augmented Winter Shelter Centers		
• Coordinate with County Parks and Recreation and CEO Capital Projects to identify public buildings best suited for centers that are also ADA compliant or with appropriate measures taken (i.e., accessible portable restroom) that can be accessed by people with disabilities and others with access and functional needs.	OEM, CEO Capital Projects, Parks	
• Develop public health criteria for AWS facilities and accommodations for pets.	DPH,DACC	
Phase I Transportation		
• Identify and develop a transportation component and procedures to ensure the homeless populations are provided transportation to AWS, including wheelchair accessible transportation.	AWSTF, ISD, Parks, NGO	

14. PHASE II – ONGOING MONITORING

Local Activity	Responsible Dept./Agency	Support Agencies
Phase II Awareness		
• Designate an Augmented Winter Shelter Coordinator and alternate for each identified agency to receive notification of activation to provide services as outlined in this plan. • All agencies will report the name of the designated coordinator to OEM's AWSP Coordinator.	ALL AGENCIES	
• Determine whether or not to issue an Adverse Weather Advisory (or public health emergency) based on conditions or projected conditions.	DPH	
• Local agencies collaborate to identify any unanticipated needs or problems.	AWSTF	
Phase II Augmented Winter Shelters		
• Ensure that the AWS facilities identified are available.	AWSTF	
• Confirm the points of contact for AWS operations	AWSTF	
• Integrate center points of contact into a Departmental Emergency Management structure	All County Departments	
• Identify the services provided at the shelter facilities keeping in mind accommodations for people with disabilities, service animals and domestic pets and possible 24 hour operations.	AWSTF	

Local Activity	Responsible Dept./Agency	Support Agencies
Phase II Transportation		
• Service organizations involved in the transportation component and procedures to ensure availability to transport vulnerable populations to augmented weather shelters, including wheelchair accessible transportation.	DPSS, LAHSA, NGOs	

15. PHASE II and III OPERATIONS

The following flow chart applies to Phase II and III operations:

```
┌──────────────────────┐   ┌──────────────────────┐   ┌──────────────────────┐
│ 1. Public Health     │   │ 1. National Weather  │   │ 1. Public Works      │
│ determines need for  │   │ Service issues       │   │ determines need for  │
│ Cold Weather Alert   │   │ forecast             │   │ Rain Level Alert     │
└──────────────────────┘   └──────────────────────┘   └──────────────────────┘
```

2. OEM reviews the information and conditions and determines need to establish an AWSTF conference call

3. AWSTF Conference call is conducted

4. AWSTF decides no need to activate

4. AWSTF decides to issue an activation alert and determines AWS location(s)

5. NGOs work with providers to open AWS

8. OEM monitors overall activation

6. OEM monitors weather conditions and convenes conference call with AWSTF to deactivate once adverse weather conditions subside

7. AWSTF issues deactivation

16. CHECKLISTS FOR INITIAL AUGMENTED WINTER SHELTER TASKFORCE CALL

Item	Description	Completed	
		Yes	No
1.	Conduct Roll Call of Participating County departments & local agencies o Establish contact names		
2.	How long will Alert be in effect?		
3.	Utilize roll call sheet and ask the following questions:		
4.	Are there any issues with current shelter occupancy? If yes, discuss.		
5.	Are accommodations being made for the disabled? (ADA Compliance issues.)		
6.	Any Support needed?		
	Portable Restrooms?		
	Showers?		
7.	How long will you operate?		
	Concerns?		
8.	This concludes the AUGMENTED WEATHER SHELTER TASKFORCE CONFERENCE CALL		

17. PHASE III – AUGMENTED WINTER SHELTER ALERT

Activity	Responsible Dept./Agency	Support Agencies
Phase III Augmented Winter Shelter Alert Notification		
LAC DPH and DPW issues Adverse Weather Alert and notifies OEM of pending release.	LACO DPH	
Distribute information specific to the adverse weather alert to the AWSTF for discussion.	OEM	
AWSTF reviews the criteria established (Section 2. Situation) and decides if the alert meets the criteria for activation, the taskforce will alert each respective department, agency and NGO of the activation and shift to Phase IV	AWSTF	
Phase III Augmented Winter Shelter Alert Response		
AWSTF conference call to discuss weather alert.	AWSTF	
AWSTF to evaluate capacity and location(s) necessary to open.	AWSTF	
The County and NGOs begin the process of activating the augmented weather shelters.	AWSTF	
Activate Augmented Winter Shelter Plan	AWSTF	
Schedule daily reporting of capacity and operational issues in each activated Augmented Winter Shelters.	OEM, Capital Projects, Parks, NGO	
OEM continue to monitor the adverse weather conditions to determine the closures of the AWS.	OEM	
Establish regular public official briefings to include weather updates and actions taken and planned.	OEM	

18. PHASE IV – AUGMENTED WINTER SHELTER PROGRAM ACTIVATION

18.1 Phase IV is considered when AWSTF issues an AWS alert as activation thresholds have been met.

Activity	Responsible Dept./Agency	Support Agencies
Phase IV Notification		
Participating departments and agencies implement the activation of the Augmented Winter Shelters locations determined by AWSTF.	OEM	
Issue deactivation once the adverse weather conditions have subsided.	AWSTF	
Phase IV Response		
Monitor adverse weather center facilities for number of participants, support issues, and power availability.	OEM, DPSS, ISD, Parks	
Monitor and determine need for more augmented winter shelter sites and resource needs.	OEM, NGO, Parks	
Ensure pet and animal needs are being addressed through special facilities or pet accommodations at AWS.	DACC	
Establish regular briefings with the National Weather Service.	OEM	
Maintain regular reports to the Board, CEO and AWSTF	OEM	
Deactivation of AWS sites.	Parks, NGO, DPH,	

19. ROLES AND RESPONSBILITIES BY DEPARTMENT

DEPARTMENT	RESPONSIBILITIES
OFFICE OF EMERGENCY MGM.T	• Coordination between County, Cities, Agencies and LAHSA and NGOs
DEPARTMENT OF PUBLIC HEALTH	• Monitor weather conditions. • Issue Adverse Weather Advisories and Alerts. • Provide support to established active Augmented Winter Shelters • Provide facility inspection support • Utilize available partners to disseminate adverse weather messages • Provide consultation to Departments and Operational Area partners
CEO – CAPITAL PROJECTS	• Collaborate with various CEO Sections and County departments to identify and make ready identified County facilities that may be suitable to use as Augmented Winter Shelters
CEO – Homeless Initiatives	• Provides guidance to the AWSTF on homeless issues • Monitors LAHSA and NGOs
PARKS AND RECREATION	• Notify, identify and prepare facilities to meet County specifications for AWS. • Make any adjustments to program schedules impacted by the activations of AWS (Attachment B for detail list of roles and responsibilities). • Open and close the facility and provide necessary access to supplies and troubleshoot when needed • Once the AWS site is deactivated, prepare the facility for opening for the public and restore programs
Los Angeles County Fire	• Inspects each AWS site to ensure fire safety
DEPARTMENT OF PUBLIC SOCIAL SERVICES	• Monitor weather conditions. • Send weather alerts to DPSS staff, support departments, and non-profits (Emergency Network Los Angeles, American Red Cross, Salvation Army, etc.). • Provide support to staff at activated AWS sites • DPSS Homeless Liaisons will reserve beds at participating General Relief (GR) Vendor Motels for homeless individuals.
DEPARTMENT OF ANIMAL CONTROL AND CARE	• Ensure pet and animal needs are being addressed at adverse weather centers
LOS ANGELES COUNTY SHERIFF	• Parks Bureau provides law enforcement oversight during the activation of Augmented Winter Shelters

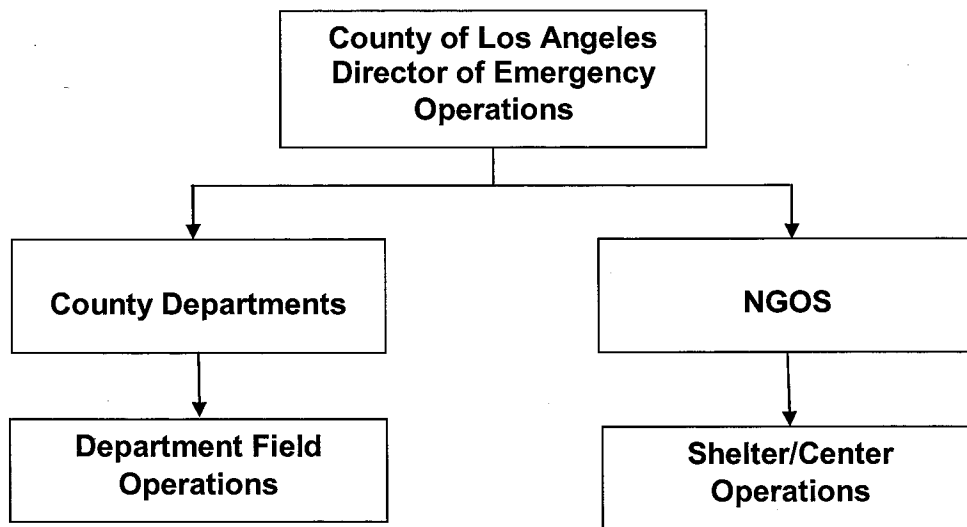# 20. ROLES AND RESPONSBILITIES OF NON COUNTY AGENCIES

AGENCY	RESPONSIBILITIES
National Weather Service	• Monitor the weather and provides forecast overviews to the AWSTF
LAHSA	• Monitors the weather conditions • Works with County departments on the selection of County facilities • Coordinate the opening or closing of AWS sites with providers (Please see attachment C for provider instructions for shelter management) • Coordinate transportation to the AWS sites (Attachment D) • Manages the daily operational issues of active shelters • Monitors and reports the daily bed capacity for active AWS sites

21. GUIDANCE FOR POST EMERGENCY ACTIONS

Post Augmented Winter Shelter Recovery	LEAD	SUPPORT
• Standard recovery actions apply.	N/A	N/A
• **Appoint Countywide Recovery Officer-** • Will develop After Action Report and issue Corrective Action Plan	OEM	

22. REPORTING AND COMMUNICATION

The following diagram details the reporting structure in place during adverse weather events:

```
                    ┌─────────────────────────┐
                    │  County of Los Angeles  │
                    │  Director of Emergency  │
                    │       Operations        │
                    └─────────────────────────┘
                      │                     │
                      ▼                     ▼
         ┌────────────────────┐   ┌────────────────────┐
         │ County Departments │   │        NGOS        │
         └────────────────────┘   └────────────────────┘
                  │                          │
                  ▼                          ▼
         ┌────────────────────┐   ┌────────────────────┐
         │  Department Field  │   │   Shelter/Center   │
         │     Operations     │   │     Operations     │
         └────────────────────┘   └────────────────────┘
```

23. REPORTING

During Augmented Winter Shelter activations, the following information will be readily available to the State and requesting partners:

REPORT NAME	INFORMATION CONTAINED
Weather Forecast	Current status of weather and forecast of storm conditions
Augmented Winter Shelter Status Report	Number and location of AWS sites and capacity

24. AFTER ACTION REPORTS

a. The purpose of after action reporting is to provide a mechanism where shortfalls and limiting factors (LIMFACS) can be captured and documented. They can then be improved on as part of an ongoing improvement effort.

b. OEM and responding departments are responsible for compiling and developing the After Action Report.

c. Individuals assigned to the event will assist in the effort by providing input and attending debriefing sessions.

d. All After Action Reports are due within 30 days of the end of the event.

25. LIST OF ATTACHMENTS

A) Health and Safety Standards for Augmented Winter Shelters
B) County Parks and Recreations Roles and Responsibilities
C) LAHSA Provider Activation Instructions, Roles and Responsibilities
D) Provider Transportation Plan for Augmented Winter Shelters

26. LIST OF APPENDIX

A) OEM Produced Marketing Materials
B) Draft Proclamation

Daily pick-up locations and times for free rides to shelters

Antelope Valley

Lancaster - Across from the Department of Social Services Corner of K-8 and Gingham Ave. **2:40PM**

Grace Resource Center 45134 N. Sierra High, Lancaster (near Avenue I), **2:50PM**

San Fernando Valley

Van Nuys - Bus stop in front of the courthouse, corner of Van Nuys Blvd. and Erwin **5:00PM, 5:05PM, 6:00PM & 6:40PM**

North Hollywood: Near McDonalds Corner of Lankershim Blvd. and Strathern St. **5:20PM & 5:45PM**

Hansen Darn Recreation Center 11770 Footh Blvd., Los Angeles. Pick up near Foothill Blvd. and Osborne near the LVT sign. **5:30PM & 6:10PM**

Hope of the Valley Rescue Mission Parking Lot, 8165 San Fernando Road, Sun Valley **5:00PM & 6:25PM**

Sunland Senior Center Parking Lot, 8640 Fenwick St., Sunland, CA 91040 **5:15PM**

Near Smart & Final Corner of Van Nuys Blvd. and W. Arminta St. **5:50 PM**

Canyon Country-Vallarta Supermarket Shopping Center, 18571 Soledad Canyon Road, Canyon Country – pick up by the water machines **5:45pm**

Newhall –Veterans Historical Plaza, 24275 Walnut Street, Newhall 91321- pick up in front of the flags **6:10pm**

San Gabriel Valley

BUS ROUTE A – Dec. 1-16, Jan. 16 – Jan. 31, Feb. 16 – Feb. 29

Unmarked intersection, El Monte, Northeast corner of Valley Blvd. and Gilman Road, Next to 12351 Valley Blvd **5:00-5:10PM**

Glendora, Northeast corner of Barranca Ave. and Arrow Highway **5:00-5:10PM**

El Monte Metro Station, Bay 6, at the rear of the lower level **5:20-5:30PM**

The former Big O Tires, West Covina, 444 S. Glendora Ave. (sidewalk) **5:40-5:50PM**

Home Depot Parking Lot, Baldwin Park, Puente Avenue (Located near McDonald's restaurant on the Southeast corner, just north of I-10 freeway) **5:50-6:00PM**

La Puente, Meet in the parking lot near the S/W corner of Glendora Ave. & Temple Ave. **6:05-6:15PM**

BUS ROUTE B – Dec. 17 – Jan. 15, Feb. 1 – Feb. 15

Unmarked intersection, El Monte Northeast corner of Valley Blvd. and Gilman Road, Next to 12351 Valley Blvd. **5:00-5:10PM**

La Puente, Meet in the parking lot near the S/W corner of Glendora Ave & Temple Ave **5:00-5:10PM**

El Monte Metro Station, Bay 6, at the rear of the lower level **5:20-5:30PM**

The former Big O Tires, West Covina, 444 S. Glendora Ave. (sidewalk) **5:30-5:40PM**

Home Depot Parking Lot, Baldwin Park, Puente Avenue (Located near McDonald's restaurant on the Southeast corner, just north of I-10 freeway) **5:50-6:00PM**

Glendora, Northeast corner of Barranca Ave. and Arrow Highway **6:00-6:10PM**

East San Gabriel Valley Coalition Church Schedule

January 2–January 16 Bus Route B, Glenkirk Presbyterian Church, 1700 E. Palopinto, Glendora, CA 91740

January 16–January 31 Bus Route A St. John Vianney Catholic Church 1345 Turnbull Canyon, Hacienda Heights, CA 91745

February 1 – February 15 Bus Route B, Holy Name of Mary Church 724 E. Bonita Ave., San Dimas, CA 91773

February 16 – February 29 Bus Route A, St. Elizabeth Ann Seton 1835 Larkvane Rd., Rowland Hts., CA 91748

West Los Angeles

Venice Beach Boardwalk – Near skate park, Market Street at Ocean Front Walk, Venice **5:00PM, 6:30 PM, 7:15PM**

South Los Angeles

Volunteers of America Access Center, 628 San Julian **3:00PM**, Corner of Gage & Broadway **3:30PM** (Ages 18 - 25 only)

In front of the DPSS Office, 108th St. & Central Avenue **4:00PM** (Ages 18 - 25 only)

Community Build, 88th St. & Broadway **4:30PM** (Ages 18 - 25 only)

Union Rescue Mission, Southwest Corner of Intersection 6th & San Julian Streets, Downtown Los Angeles, CA **3:00PM, 4:30PM & 5:30PM**

MacArthur Park (Across from UCLA Labor Center) 674 Parkview, Los Angeles, CA **4:30PM**

Downtown Women's Center (WOMEN ONLY) 442 San Pedro St., Los Angeles, CA **3:00PM**

Volunteers of America Access Center 628 S. San Julian St., Los Angeles, CA **4:30PM & 7:00PM**

South Los Angeles, Southeast Corner of Gage & Broadway, Los Angeles, CA **4:00PM & 5:30PM**

DPSS, 10728 S. Central Ave., Los Angeles, CA 90059 **3:30PM**

Ted Watkins Memorial Park, 1335 E. 103rd Street (parking lot) **5:00PM**

Jesse Owens Park, 9651 S. Western Ave. (parking lot near tennis court) **5:20PM**

Leimert Park, 4395 Leimert Blvd. (near restrooms) **5:40PM**

Martin Luther King Park, 3916 S. Western Ave. **5:50PM**

East Los Angeles

Salvation Army Southeast Corps. 2965 E. Gage Ave., Huntington Park, CA **3:30PM**

Salvation Army East Los Angeles Temple Corps. 140 N. Eastman Ave., East Los Angeles, CA **4:00PM**

Veteran's Center, Corner of Olympic & Goodrich, East Los Angeles, CA **4:45PM**

South Bay

Channel Street Park and Ride, 110 Underpass & Channel Street, San Pedro, CA **4:15PM**

Long Beach Multi-Service Center (Monday-Friday Only – Excluding Holidays) 1301 W. 12th St., Long Beach, CA **4:45PM**

9 Magnolia Avenue – Parking Lot on Magnolia North of Ocean Blvd. **5:15PM & 6:15PM**

Jesse Owens Park, 9651 S. Western Ave. (parking lot near swimming pool) **4:30PM**

St. Margaret's Center, 10217 S. Inglewood Ave., Inglewood, CA **5:15PM**

Hawthorne Memorial Park, Corner of El Segundo And Prairie Ave., Hawthorne **5:30PM**

Ubicación de los puntos de recogida y horarios del transporte gratis a refugios

Antelope Valley

Lancaster- enfrente del Departamento de Servicios Sociales. Esquina de K-8 y Gingham Ave. **2:40PM**

Grace Resource Center, 4513 N Sierra High, Lancaster (Cerca de la Avenida I, se reúnen en el patio) **2:50PM**

San Fernando Valley

Van Nuys, Parada de autobús enfrente del edificio de la corte. Esquina de Van Nuys Blvd. y Erwin **5:00PM, 5:05PM, 6:00PM y 6:40PM**

North Hollywood; cerca a McDonald's, en la esquina de Lankershim Blvd. y Strathern St. **5:20PM y 5:45PM**

Hansen Dam Recreational Center, 11770 Foothill Blvd., Los Ángeles. Punto de recogida cerca de Foothill Blvd. y Osborne cerca de la señal de LVT. **5:30PM y 6:10PM**

Estacionamiento de Hope of the Valley Rescue Mission, 8165 San Fernando Road, Sun Valley **5:00PM y 6:25PM**

Estacionamiento de Sunland Senior Center, 8640 Fenwick St., Sunland, CA 91040 **5:15PM**

Van Nuys Blvd. esquina con W. Arminta St. Cerca al Smart and Final **5:50PM**

Centro comercial Canyon Country-Vallarta Supermarket, 18571 Soledad Canyon Road, Canyon Country punto de recogida por las máquinas de agua **5:45PM**

Newhall-Veterans Historical Plaza, 24275 Walnut St., Newhall 91321. Punto de recogida enfrente de las banderas **6:10PM**

San Gabriel Valley

RUTA DE AUTOBÚS A – Dic 1-16, Ene 16-31, Feb 16-29

Intersección sin marcar, El Monte, esquina noreste de Valley Blvd. y Gilman Rd., a lado de 12351 Valley Blvd. **5:00-5:10PM**

Glendora, esquina noreste de Barranca Ave. y Arrow Highway **5:00-5:10PM**

El Monte, estación del metro. Andén 6, en la parte de atrás del nivel inferior **5:20-5:30PM**

West Covina, donde estaba Big O Tires, 444 S Glendora Ave. (en la banqueta) **5:40-5:50PM**

Baldwin Park, Estacionamiento de Home Depot, Puente Ave. (Ubicado cerca de McDonald's en la esquina sureste, al norte de la autopista I-10) **5:50-6:00PM**

La Puente, Punto de recogida ubicado en el estacionamiento cerca de la esquina sudoeste de Glendora Ave. y Temple Ave. **6:05-6:15PM**

RUTA DE AUTOBÚS B, Dic 17-Ene 15, Feb 1-15

El Monte, intersección sin marcar, Esquina noreste de Valley Blvd y Gilman Rd, a lado de 12351 Valley Blvd **5:00-5:10PM**

La Puente, Punto de recogida ubicado en el estacionamiento cerca de la esquina suroeste de Glendora Ave y Temple Ave **5:00-5:10PM**

El Monte, estación del metro, Bay 6, en la parte de atrás del nivel inferior **5:20-5:30PM**

West Covina, donde estaba Big O Tires, 444 S Glendora Ave. (en la banqueta) **5:30-5:40PM**

Baldwin Park, Estacionamiento de Home Depot, Puente Ave. (Ubicado cerca de McDonald's en la esquina sureste, al norte de la autopista I-10) **5:50-6:00PM**

Glendora, esquina noreste de Barranca Ave. y Arrow Highway **6:00-6:10PM**

Horario de East San Gabriel Valley Church Coalition

Enero 2 – Enero 15 Ruta de autobús B Iglesia Presbiteriana Glenkirk, E. Palopinto Glendora, CA 91740

Enero 16 – Enero 31 Ruta de autobus a la Iglesia Cátolica St. John Vianney, 1345 Turnbull Canyon Hacienda Heights, CA 91745

Febrero 1 – Febrero 15 Ruta de autobús B, Iglesia Holy Name of Mary, 724 E Bonita Ave., San Dimas, CA 91773

Febrero 16 – Febrero 29 Ruta de autobús A, Santa Elizabeth Ann Seton 1835 Larkvane Rd., Rowland Heights, CA 91748

West Los Angeles

Venice Beach Boardwalk - Cerca de la pista de patinaje, Market St. y Ocean Front Walk, Venice **5:00PM, 6:30PM y 7:15PM**

South Los Angeles

Volunteers of America Access Center, 628 San Julian **3:00PM,** esquina de Gage y Broadway **3:30PM** (Edad de 18-25 años solamente)

Enfrente de la oficina del Departamento de Servicios Sociales (DPSS), Calle 108 y Central Ave. **4:00PM** (Edad de 18-25 años solamente)

Community Build, Calle 88 y Broadway **4:30PM** (Edad de 18-25 años solamente)

Union Rescue Mission, Esquina sudoeste del cruce de las calles 6th y San Julian, Downtown Los Ángeles **3:00, 4:30PM y 5:30PM**

MacArthur Park (Al otro lado del UCLA Labor Center) 674 Park View, Los Ángeles CA **4:30PM**

Downtown Women's Center (Solo mujeres), 442 San Pedro St., Los Ángeles CA **3:00PM**

Volunteers of America Access Center, 628 S San Julian St., Los Ángeles CA **4:30PM y 7:00PM**

South Los Ángeles, Esquina sureste de Gage y Broadway, Los Ángeles CA **4:00PM y 5:30PM**

DPSS, 10728 S Central Ave., Los Ángeles, CA 90059 **3:30PM**

Ted Watkins Memorial Park, 1335 Calle E. 103 (En el estacionamiento) **5:00PM**

Jesse Owens Park, 9651 S. Western Ave. (Estacionamiento cerca de las canchas de tenis) **5:20PM**

Leimert Park, 4395 Leimert Blvd. (Cerca de los baños) **5:40PM**

Martin Luther King Park, 3916 S. Western Ave. **5:50PM**

East Los Ángeles

Salvation Army Southeast Corps, 2965 E Gage Ave., Huntington Park, CA **3:30PM**

Salvation Army East Los Ángeles Temple Corps, 140 N Eastman Ave., East Los Ángeles, CA **4:00PM**

Veteran's Center, Esquina de Olympic y Goodrich, East Los Ángeles, CA **4:45PM**

South Bay

Channel Street Park y Ride, paso a desnivel de la 110 y calle Channel, San Pedro, CA **4:15PM**

Long Beach Multi-Service Center (De Lunes a Viernes solamente, excluye días festivos) 1301 Calle 12 Oeste, Long Beach, CA **4:45PM**

9 Magnolia Avenue- Estacionamiento en Magnolia al norte de Ocean Blvd. **5:15PM y 6:15PM**

Jesse Owens Park, 9651 S. Western Ave. (En el estacionamiento cerca de la alberca), **4:30PM**

St. Margaret's Center, 10217 S. Inglewood Ave., Inglewood, CA 5:15PM Hawthorne Memorial Park, En la esquina de El Segundo y Prairie Ave., Hawthorne **5:30PM**

It's
El Niño
Season!
HERE'S HOW TO STAY SAFE AND DRY

Storm safety tips & shelter information for people experiencing homelessness

¡Es
Temporada
de El Niño!

ASI ES COMO SE PUEDE MANTENER SEGURO Y SECO

Consejos de seguridad durante tormentas e información de refugios para personas sin hogar

LOS ANGELES
HOMELESS
SERVICES
LAHSA AUTHORITY
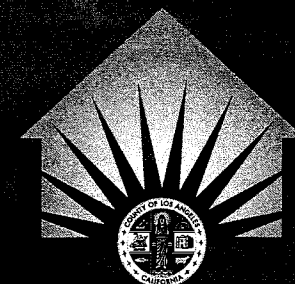
It's El Niño Season!

Time to get out of the cold and rain.

FREE RIDES to shelters are available!

Call winter shelter hotline at

1-800-548-6047

Or dial 2-1-1

COUNTY OF LOS ANGELES CALIFORNIA

CITY OF LOS ANGELES FOUNDED 1781

LAHSA LOS ANGELES HOMELESS SERVICES AUTHORITY

COUNTY OF LOS ANGELES CALIFORNIA
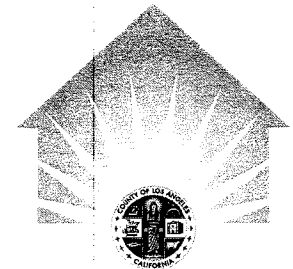
¡Es temporada de El Niño!

Aléjate de la lluvia y el frío.
¡Tenemos **TRANSPORTE GRATIS** a los refugios!

Llama a la línea de ayuda para localizar un refugio

1-800-548-6047

O marca 2-1-1

COUNTY OF LOS ANGELES · CALIFORNIA

CITY OF LOS ANGELES · FOUNDED 1781

LAHSA LOS ANGELES HOMELESS SERVICES AUTHORITY
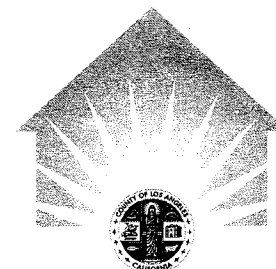
COUNTY OF LOS ANGELES · CALIFORNIA
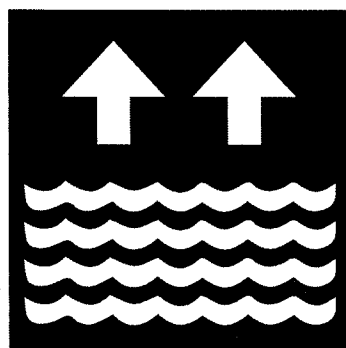
PELIGRO

EVACUAR ÁREA INMEDIATAMENTE

Aguas peligrosas están por llegar. ¡Su vida está en peligro!

¿NECESITA AYUDA PARA ENCONTRAR UN REFUGIO?

Marque al 2-1-1
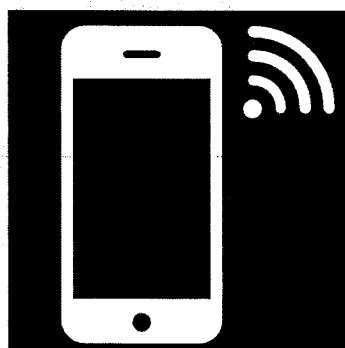
EN CASO DE EMERGENCIA

Marque al 9-1-1

¡EMERGENCIA! ⚠️

COUNTY OF LOS ANGELES · CALIFORNIA
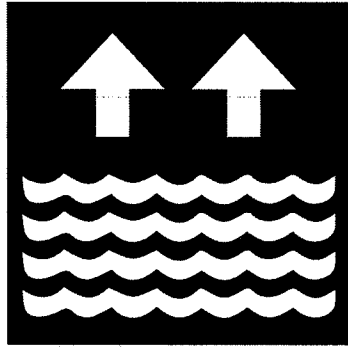
⚠ EMERGENCY ⚠

DANGER

LEAVE AREA IMMEDIATELY

Dangerous flood waters are coming. Your life is in danger!

NEED HELP FINDING A SHELTER?

Dial 2-1-1
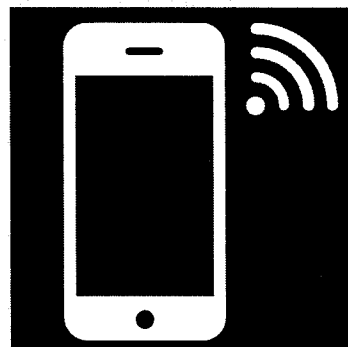
IN CASE OF EMERGENCY

Dial 9-1-1

COUNTY OF LOS ANGELES · CALIFORNIA

Los Angeles County's
Augmented Winter Shelter Program

Helping People Experiencing Homelessness
during the 2015-16 El Niño Storm Season

Fact Sheet for Community Members and Residents
Living Near Augmented Winter Shelters

In response to the growing homeless crisis and concerns about severe weather, the Los Angeles County Board of Supervisors directed that the existing Winter Shelter Program be extended and additional shelter beds added during this Winter Season.

Augmented Winter Shelters are temporary sites that help homeless individuals stay safe and dry.

- Shelters will only operate for short periods during the most severe El Niño rainy winter weather days, from December 2015 through March 2016.

- These shelters are located in County-owned buildings.

Augmented Winter Shelters are staffed by experienced, professional staff.

- The Los Angeles Homeless Services Authority is in charge of coordinating services and security at each shelter.

- Security guards are at each shelter and present at all hours.

Vans or buses take homeless individuals to Augmented Winter Shelters and drive them back to where they were picked up.

- All homeless individuals are securely transported to and from shelter sites.

- Shelter addresses are not publicized in order to discourage walk-ins.

Augmented Winter Shelters were selected based on homeless population data

- County officials compared a list of County- owned buildings that were already identified as community emergency shelters with homeless population data to select Augmented Winter Shelter sites.

Condado de Los Ángeles
Programa de Extensión de Refugios Invernales
Ayudando a Personas Sin Hogar durante la Temporada de El Niño 2015-2016

Información para Miembros de la Comunidad y Residentes Viviendo Cerca de Refugios Invernales Extendidos

En respuesta al crecimiento de la crisis de personas sin hogar y a las preocupaciones acerca de la intensificación del mal tiempo, la Junta de Supervisores del Condado de Los Ángeles ha instruido que el actual Programa de Refugios Invernales sea extendido y se añadan camas a los refugios durante esta temporada invernal.

Los Refugios Invernales Extendidos son sitios temporales para ayudar a las personas sin hogar a permanecer secos y seguros.

- Los refugios solo operarán por períodos cortos durante los días más severos de lluvia en esta temporada de El Niño, de Diciembre de 2015 a Marzo de 2016.
- Estos refugios están ubicados en edificios propiedad del Condado.

Los Refugios Invernales Extendidos son atendidos por personal altamente profesional y experimentado.

- La Autoridad de Servicios para Personas Sin Hogar de Los Ángeles está coordinando los servicios y seguridad en cada refugio.
- Cada refugio cuenta con guardias de seguridad presentes en todo momento.

Las personas sin hogar están siendo tranportadas en camionetas tipo van y autobuses, y son regresadas a los sitios dónde fueron recogidos.

- Todas las personas sin hogar son transportadas de forma segura a los refugios y a los puntos dónde fueron recogidas.
- La ubicación de los refugios no se ha hecho pública para desalentar que los usuarios lleguen a pie.

Los Refugios Invernales Extendidos fueron seleccionados con base en información sobre la población de personas sin hogar.

- Personal del Condado comparó una lista de edificios propiedad del Condado previamente identificados como refugios de emergecia con información sobre la población de personas sin hogar para seleccionar la ubicación de los Refugios Invernales Extendidos.
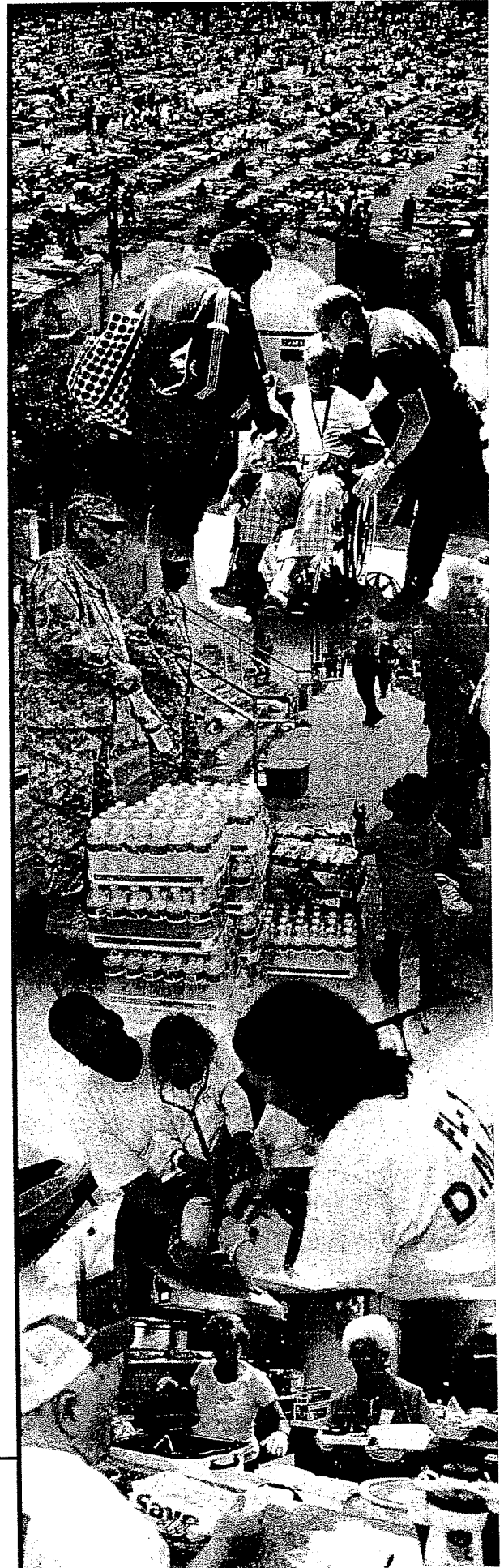
ATTACHMENT III

Los Angeles County Operational Area

Mass Care and Shelter Annex

August 12, 2015

County of Los Angeles

Acknowledgement

This Annex is a result of the collaboration between government and community partners, which has made for a stronger and more inclusive plan. The County acknowledges the support and knowledge that the following partners brought to this planning process:

2-1-1 Los Angeles County

Access Services

American Red Cross Los Angeles

Braille Institute of America, Los Angeles

Buddhist Tzu Chi Foundation

California Department of Developmental Services

California Department of Rehabilitation

California Department of Social Services (CDSS)

California Department of Veteran Affairs (CalVet)

California Governor's Office of Emergency Services (Cal OES)

California Grocers Association

Catholic Charities

Children's Hospital Los Angeles

EAD & Associates, LLC

Emergency Network Los Angeles (ENLA)

Federal Emergency Management Agency (FEMA)

Greater Los Angeles Agency on Deafness (GLAD)

Los Angeles City Emergency Management Department (EMD)

Los Angeles City Recreation and Parks

Los Angeles County CEO Office of Disability & Civil Rights Section

Los Angeles County Chief Executive Office (CEO) County Counsel

Los Angeles County Child Support Services Department (CSSD)

Los Angeles County Department of Animal Care and Control (DACC)

Los Angeles County Department of Children and Family Services (DCFS)

Los Angeles County Department of Community & Senior Services (DCSS)

Los Angeles County Department of Health Services (DHS)

Los Angeles County Department of Mental Health (DMH)

Los Angeles County Department of Parks and Recreation (DPR)

Los Angeles County Department of Public Health (DPH)

Los Angeles County Department of Public Library (DPL)

Los Angeles County Department of Public Social Services (DPSS)

Los Angeles County Department of Public Works (DPW)

Los Angeles County Disaster Management Area Coordinators (DMACs)

Los Angeles County Fire Department (LACoFD)

Los Angeles County Housing Resource Center

Los Angeles County Internal Services Department (ISD)

Los Angeles County Metropolitan Transportation Authority (METRO)

Los Angeles County Office of Emergency Management (OEM)

Los Angeles County Sheriff Department (LASD)

Los Angeles County Office of Education (LACOE)

Los Angeles Operational Area Critical Incident Planning and Training ("Alliance")

Lutheran Social Services

Personal Assistance Services Council (PASC)

Salvation Army

San Gabriel/Pomona Regional Center

Save the Children

Services Center for Independent Living (SCIL) – East San Gabriel Valley

Southern Baptist Disaster Relief

United States Department of Veterans Affairs (VA) – Los Angeles Branch

Westside Independent Living Center

Table of Contents

APPROVAL AND IMPLEMENTATION

The adoption page records the adoption of the annex into Los Angeles County Operational Area Emergency Response Plan (ERP).

APPROVAL BY THE COUNTY OF LOS ANGELES EMERGENCY MANAGEMENT COUNCIL

The County of Los Angeles Emergency Management Council, created by Section 2.68.160 of the Emergency Ordinance, and comprised of key County departments, is responsible for overseeing the preparedness activities of County departments. This includes preparation of plans, emergency and disaster-related training of County employees, and related emergency preparedness activities.

The EMC has reviewed and approved the Operational Area Emergency Response Plan – Mass Care and Shelter Annex.

Signed _____   Date: _9-10-15_

Sachi A. Hamai
Interim Chief Executive Officer
Chairman, Emergency Management Council

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RECORD OF CHANGES

Each update or change to the Mass Care Annex shall be recorded. The record shall contain, at a minimum, a change number, the date of change, and other relevant information.

Table 1: Record of Changes

Change Number	Date of Change	Nature of Change	Page(s) Affected	Name and Date Entered

RECORD OF DISTRIBUTION

Table 2: Record of Distribution

Date of Delivery	Number of Copies Delivered	Method of Delivery	Name, Title, and Organization of Receiver

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SECTION 1: INTRODUCTION

Purpose

The Los Angeles County Operational Area (LACOA) Mass Care and Sheltering Annex to the LACOA Emergency Response Plan (ERP) provides a framework for how the county carries out mass care and shelter functions during an emergency/disaster in the unincorporated area of Los Angeles County and supports shelter operations in the cities.

The Annex was developed and updated through a collaborative process with county departments, cities, and community stakeholders. It takes into account the 'Whole Community' approach, including people with disabilities and others with access and functional needs.

This Annex is intended for government and nongovernmental agencies in the LACOA that respond to disaster incidents or events, including departments and agencies of the government of Los Angeles County, the 88 municipal governments that lie within the county, special districts, and nongovernmental organizations (NGOs). NGOs include nonprofit volunteer organizations, faith-based organizations, community-based organizations (CBOs), and the private sector.

This Annex is structured to be consistent with the California Emergency Services Act, the Standardized Emergency Management System (SEMS), the California State Emergency Plan, the National Incident Management System (NIMS), and all relevant county, State, and Federal laws and planning efforts.

The Annex is intended to provide policies and procedures for mass care and shelter operations in the context of a larger disaster response; however, it does not generate legal requirements or duties. Nothing in this Annex is intended to alter or impede the ability of local, State, Tribal, and/or Federal government agencies to carry out their specific authorities or perform their responsibilities under all applicable laws, executive orders, and directives; nor does it convey new authorities upon any local, State, or Federal official. In addition, nothing in this Annex shall be construed in a manner that limits the use of good judgement and common sense in matters not foreseen or covered by the elements of the Annex or appendices.

Scope

The scope of the Annex is to direct Mass Care and Shelter functions under Los Angeles County's jurisdiction within a disaster operation. It is designed to be applicable to all types of emergencies, hazards, and threats—human-caused, natural, and technological—that may impact the LACOA, including catastrophic events, that may generate a demand for mass care and sheltering services. As defined by the National Response Framework (NRF), mass care includes sheltering,

feeding operations, emergency first aid, bulk distribution of emergency items, and collecting and providing information on victims to family members.

This Annex is applicable for the following scenarios, including but not limited, to:

- an emergency/disaster affecting an unincorporated area or a single city within the LACOA;
- an emergency/disaster affecting multiple cities in a single Disaster Management Area,
- an emergency/disaster affecting two or more Disaster Management Areas,
- an emergency/disaster affecting all of the LACOA; and/or
- when an area elsewhere in the State or country has been affected by a disaster and requests the LACOA to provide or host mass care services.

A. Mass Care Components

1. Sheltering

Emergency sheltering is the provision of refuge for individuals who are displaced as a result of an emergency or disaster. Shelter operations may commence before an event starts to several weeks/months after an event's impact is mitigated. The County Emergency Operations Center (CEOC) Operations Section - Care and Shelter Branch, will work with the Red Cross and other partner agencies and organizations to identify, inspect, prepare, activate, and provide services to support shelter operations during a disaster response and recovery.

2. Mass Feeding

Providing food and hydration is an essential component of caring for an affected and/or sheltered population. The Care and Shelter Branch will coordinate jurisdictions, agencies, and organizations providing food service and ensure adequate resources are available to meet the needs of an affected and/or sheltered population during emergency operations and recovery activities.

3. Bulk Distribution

Bulk distribution includes the distribution of emergency relief items to meet the urgent and recovery needs of an affected and/or sheltered population through mobile delivery and/or fixed sites established within the affected area(s). The Red Cross will implement a coordinated bulk distribution plan in cooperation with the CEOC Care and Shelter Branch, Logistics Section, and any Commodity Point of Distribution (C-POD) activities.

4. Disaster Welfare Information

The Care and Shelter Branch will assist the affected population in communicating their status to others and in locating missing loved ones who may have registered at evacuation sites or emergency shelters.

B. Mass Care and Shelter Sites

This Annex addresses the operation of the following types of sites to provide mass care and shelter support:

- **General Population Shelters**: A place of refuge for individuals who are impacted by a disaster which provides a temporary place to sleep, food, water, and other basic necessities.

- **Evacuation Centers:** Red Cross establishes these centers when requested or the need is determined to allow for the temporary gathering of people pre/during/post disaster. This is not a shelter, but may transition to one if it is an appropriate location and the need is identified.

- **Feeding Sites** include:
  - Fixed-site kitchen
  - Mobile kitchen/field kitchen
  - Fixed Feeding Site
  - Mobile Feeding Delivery

- **Bulk Distribution** sites include:
  - Warehouses
  - Bulk Distribution sites

C. Care and Shelter Branch – County, State, and Federal

At the LACOA level, when the CEOC/LAEOC is active, the Mass Care operation is a function of the Care and Shelter Branch in the Operations Section. The Department of Public Social Services (DPSS) is the lead for Mass Care and Shelter in the unincorporated Area of Los Angeles County and the American Red Cross (Red Cross) is the primary support agency. For a complete list of LACOA support functions, see Section 2.

At the State level, the Mass Care function is a part of the California Emergency Function (CA-EF) Care and Shelter Branch. At the Federal level, the Mass Care function is a part of Emergency Support Function (ESF) #6—Mass Care, Emergency Assistance, Housing, and Human Services.[1]

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[1] The Federal Government uses "Emergency Support Function (ESF)" and a number as well as a function name, while California uses "California Emergency Function (CA-EF)" and the name without a number.

D. Coordination with LACOA Cities

Incorporated Communities

During localized emergencies when an incorporated city is managing an emergency effectively, the city may contact the American Red Cross directly and collaborate with them to open an emergency shelter or initiate other mass care activities. The LACOA requests that all LACOA partners keep the LACOA informed of their emergency response activities so that the LACOA can maintain effective communication with its partners, assist if needed, and offer to take a more active role in the emergency should the event escalate.

Unincorporated Communities

In unincorporated communities, DPSS, OEM, the Sheriff's Department and LA County Fire Department will work directly with the American Red Cross to establish shelters and other mass care activities, provide resources, and have direct reporting lines. Additionally, the above mentioned agencies will work with other government and private entities that establish mass care operations to coordinate all activities.

E. Mass Care/Sheltering and People with Disabilities and Others with Access and Functional Needs

A significant percentage of those seeking mass care services will be people with disabilities or others with access and functional needs (D/AFN). The County uses the following definition for D/AFN:

- People with Disabilities: The Americans with Disabilities Act of 1990 (ADA) defines an individual with a disability as "a person who has a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of such an impairment, or a person who is perceived by others as having such an impairment.[2]"

- People with Access and Functional Needs: People who may have needs before, during, and after an incident in functional areas, including but not limited to:
    - Maintaining independence and the ability to perform the activities of daily living, communication, transportation, supervision, and medical care.
    - This might include, but are not limited to, people:

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[2] U.S. Department of Justice, 2009. *A guide to disability rights law.* Accessed at http://www.ada.gov/cguide.htm on 5/19/15.

- who live in institutionalized settings;

- who are older adults;

- who are children;

- who are from diverse cultures;

- who have limited English proficiency or are non-English speaking; or who are transportation disadvantaged.

Providing mass care and sheltering to people with D/AFN requires coordination with city and county governments, non-governmental and community based organizations, and various disability and advocacy groups.

Annexes such as this one require planning for the whole community, and input from as many community sources as possible was solicited. To ensure representation and input from persons with disabilities and others with access and functional needs, this Annex was reviewed with the Los Angeles County Operational Area Advisory Board's Access and Functional Needs (AFN) Committee; and their input was incorporated into this Annex.

F. Reception Centers and Evacuation Centers

While this Annex does not include plans for establishing and running reception centers and evacuation centers these will impact mass care and sheltering operations, requiring coordination among the lead and support agencies/organizations.

- **Evacuation Centers**: the Red Cross may set up evacuation centers prior to opening a shelter to provide a place of safe refuge, address immediate needs, and assess need for shelter operation. This is more likely to be established in more localized events.

- **Reception Centers**: are identified as part of the Evacuation Plan and provide a temporary place for evacuees to stop while en route to their final location that allows for evacuees to obtain information and services. The Sheriff Department will facilitate the opening of Reception Centers as part of the Evacuation Plan. An Evacuation Center may offer services such as but not limited to: evacuee tracking, assignment to specific shelter locations, canteen/feeding, household pet evacuation, medical/mental health triage, health assessment, identifying need for durable medical equipment, assistive devices, personal assistance, evacuation transportation, vehicle types to be used including if accessible transportation is required. It may also include diversion to a decontamination site, if necessary. Types of Evacuation

Centers include Pickup Points, Evacuation Points, Transfer Points, Information Points, Reception Processing Sites (RPS), Reception Areas at shelters, and Multi-Use Alternate Sites. Full definitions may be found in Appendix B: Definitions.

Situation

Mass care operations will be needed in the LACOA for both direct and indirect effects of an emergency or disaster. The following information informs the OA's approach to mass care and sheltering. More detailed information is available in the OAERP.

A.   Geographic Overview

    1.   The LACOA encompasses an area of more than 4,800 square miles with a population of more than 10 million people and 88 individual cities.

    2.   A major portion of Los Angeles County is unincorporated and contains approximately 8 percent of the population of the LACOA.

B.   Demographic Overview

    1.   The Los Angeles County Department of Health Services (DHS) operates five hospitals, one multi-service ambulatory care center, and six comprehensive health centers.[3]

    2.   The LACOA has six health departments: the Los Angeles County Departments of Public Health, Health Services, and Mental Health; the Long Beach Department of Health and Human Services; the Pasadena Public Health Department; and the Vernon Health and Environmental Control Department.[4]

    3.   Los Angeles County's population consists of 35.4 percent foreign-born individuals (11 primary languages with more than 200 languages), according to the 2005–2009 American Community Survey.[5]

    4.   Los Angeles County consists of approximately 1 million elderly people, 1.75 million people with disabilities, and 200,238 residents who receive In-Home Supportive Services (IHSS) as of June 2015.[6]

    5.   For demographic purposes, this Annex recognizes the major language groups as recognized by the Los Angeles County Registrar. These languages are:

- English

- Spanish

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[3] Los Angeles County Department of Health Services. http://www.old.dhs.lacounty.gov/hospitals/
[4] *Los Angeles County Mass Medical Care Project.* Moniek Pointer. Los Angeles County Public Health.
[5] U.S. Foreign Born Population by County in Areas with at Least 10%: Table. By. Alex Tanzi-December 14, 2010. Bloomberg News. http://www.bloomberg.com/news/2010-12-14/u-s-foreign-born-population-by-county-table-.html
[6] DPSS SMART IHSS Caseload Report for June 2015.

- Chinese

- Tagalog

- Korean

- Armenian

- Vietnamese

- Farsi

- Japanese

6. Among the Los Angeles County population, 1,506,745 (15.3%) live at or below the poverty line.[7]

7. Among the Los Angeles County population, 43,000 (0.4%) are estimated to be people who are homeless.[8]

C. Relationship to Other Plans

The information, procedures, and functions detailed in this annex intersect with other Los Angeles County plans and annexes. Listed below are some of the other plans with components that relate to this annex.

Plan or Annex	Lead Department
Los Angeles County OA Emergency Response Plan (OAERP)	OEM
LACOA Animal Emergency Response Annex	DACC
LACOA Feeding Plan (in draft)	OEM
LACOA Emergency Public Information Plan	OEM
LACOA Family Assistance Center	Coroner/Mental Health
LACOA Local Assistance Center	OEM
LACOA Evacuation Plan (in draft)	Sheriff
American Red Cross Emergency Sheltering Protocols	American Red Cross
DPSS Emergency Response Plan	DPSS

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[7] *Emergency Network Los Angeles Mass Care Homelessness Plan.* January 2012.
[8] *Ibid.*

LACOA Volunteer Management Annex	OEM
LACOA Donations Management Annex	OEM

Assumptions

The following assumptions are taken into account when developing and implementing this Annex.

A. Mass Care and Shelter Operations in the unincorporated area of Los Angeles County will be coordinated through DPSS. When the County Emergency Operations Center/Operational Area Emergency Operations Center (CEOC/OAEOC) is activated DPSS will coordinate operations at the EOC among local governments, supporting County departments, and organizations. Mass Care and Shelter Operations in an incorporated city will be coordinated by the appropriate city department (i.e. Recreation & Parks, Social Services).

B. Resources may be limited following a disaster in which there has been widespread damage. Local jurisdictions will fare better in the short term by developing their own local resource base.

C. Mutual aid assistance from unaffected jurisdictions and from State and Federal level emergency agencies will be available. Following NIMS and SEMS described procedures unincorporated county organizers, representatives of affected cities, and LACOA representatives will relay resource communications to the appropriate organizational levels and will work to share resources and/or to direct resources to the area in greatest need. The Care and Shelter Branch of the CEOC/OAEOC will manage and prioritize all resources from mutual aid and State sources intended to support mass care activities.

D. Tracking of staff, their time spent on emergency activities, resources, and funds allocated in response to the event must be in place to allow planners to determine whether thresholds have been met to allowing the county to request state or federal disaster declarations for the event at hand.

E. Although the majority of people affected by disasters will seek shelter with family and friends, those remaining will seek shelter in designated care and shelter facilities.

F. Mass care and shelter facilities may be needed in the LACOA for both direct and indirect effects of an emergency or disaster.

G. A percentage of the population seeking shelter will have access and functional needs. Some shelter residents with access and functional needs will require support services and accommodations in the shelter environment.

H. A percentage of the evacuating population will be subject to judicial and/or legislative orders restricting their freedom of movement geographically or in proximity to specific individuals (e.g., sex offenders or people under court orders).

I. During disasters that involve hazardous materials, some evacuees and shelter personnel may become contaminated. Decontamination of evacuees, pets, service animals, possessions, durable medical equipment (DME), and mass care staff will occur as needed before any are admitted to mass care sites.

J. Although LA County and its local governments have overall responsibility within their jurisdictions, the American Red Cross may, in some jurisdictions, serve as the principal organization responsible for supporting, or in some cases operating, care and shelter facilities. The Red Cross may have sufficient plans and resources in place to respond as the primary support agency to any disaster in the LACOA as supported by the resources of city, county, State, and Federal government response efforts.

K. Some NGOs will activate and operate their own shelter sites, independent of RED CROSS and County's Mass Care response.

L. Displaced residents may converge on public parks and open spaces, as an alternative to using indoor mass care shelters.

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SECTION 2: DIRECTION, CONTROL, AND COORDINATION

Authority to Initiate Actions

A. Levels of Authority

1. People seeking care and shelter immediately after a disaster will look first to local government for assistance. California law sets the responsibility for emergency care and shelter at the local level. In unincorporated cities, the County shares this primary role and responsibility.

2. The Los Angeles County Department of Public Social Services (DPSS) is the lead County agency for mass care support and assistance for the unincorporated area of Los Angeles County.

3. The Red Cross partners with government in fulfilling this responsibility. Local government, Red Cross, and other NGOs will work cooperatively to provide disaster relief. In the absence of a direct request from local governments, Red Cross and other NGOs may initiate operations at their own discretion.

4. If city and county resources are exceeded, requests will be made to the CA OES for support, in accordance with SEMS.

5. If State resources are exceeded and a Presidential emergency disaster declaration has been issued, the State may request Federal assistance to support local, county, and State response.

B. Local Response Plans, Codes, and Regulations

1. City government is responsible for emergency or temporary shelter for people in an incorporated area who are displaced from their home by a natural disaster or other emergency.

2. Other appropriate local ordinances, MOUs, or other pertinent rules or agreements will apply.

C. County-level Response Plans, Codes, and Regulations

1. The LACOA Emergency Response Plan designates DPSS as the lead mass care and shelter agency and requires that the County provide support to mass care and shelter operations in cities, and help to establish mass care and shelter operations in unincorporated cities.

D. State-level Response Plans, Codes, and Regulations

1. The California State Emergency Plan states that providing emergency services falls within the authority of State-supervised and county-administered public social services.

2. In case of a duly-proclaimed local or State emergency, state of emergency, or state of war emergency, public employees are

considered disaster services workers (California Labor Code section 3211.92 and California Government Code Section 3100 et seq.). Disaster service workers may support mass care and shelter.

3. The Standardized Emergency Management System (SEMS) was created by the State of California as an incident management and response system utilized by California jurisdictions. SEMS guarantees that California jurisdictions can communicate effectively with each other. The federal incident management and response system, NIMS is similar and is compatible with California's SEMS.

4. These authorities task local and State welfare departments with administration of group repatriation:

   a. California Emergency Repatriation Plan (May 23, 1984).

   b. U.S. Department of Health and Human Services National Emergency Repatriation Plan (December 6, 1981).

   c. Los Angeles County Emergency Repatriation Plan (February 1990).

   d. MOU between the California Department of Social Services and the American Red Cross (December 8, 1982).

4. See the LACOA ERP for additional information on state plans, rules, and regulations.

E. Federal Level Response Plans, Codes, and Regulations

1. The Federal Civil Defense Guide (March 1965) describes five emergency welfare functions (lodging, feeding, clothing, registration and inquiry and social services) that are the responsibilities of local, State, and Federal governments from the Guidelines for Preparation of State Emergency Welfare Service Plans (Health and Human Services 1972).

2. The National Incident Management System (NIMS) was created by the U.S. Department of Homeland Security as an incident management and response system of universal response operation processes and procedures for emergency responders at all levels of government.

3. See FEMA guidance, authorities, and plans for additional information.

Activation of the Annex

A. The Mass Care Annex will be activated when an emergency or disaster situation occurs and LAC mass care support or assistance is required. Prior to this, DPSS may be monitoring ongoing mass care/shelter operations to assess needs.

B. DPSS will activate this Annex upon request from and in coordination with any of the following agencies:

1. Los Angeles County Board of Supervisors.
2. Los Angeles County Chief Executive Office.
3. Los Angeles County Office of Emergency Management.
4. Los Angeles County Sheriff.
5. Los Angeles County Director of DPSS.
6. American Red Cross.
7. Local jurisdictions within the LACOA (to support mass care activities in their jurisdictions).

C. DPSS will notify support agencies as needed when a shelter and/or mass care operation is activated. DPSS will notify the Red Cross and determine which of the support agencies require notification and/or activation.

D. OEM will be notified immediately when the Annex is activated.

E. If this Annex is activated, the CEOC/OAEOC may be activated, if not already, and the activation level will be based on CEOC/OAEOC activation procedures and the specific incident/event information.

F. When the CEOC/OAEOC activates in accordance with SEMS, the State Regional EOC, followed by the State Operations Center, activates in support of the Operational Area.

G. If the CEOC/OAEOC is not activated when this Annex is activated, responsibilities assigned to CEOC/OAEOC Sections, Branches, and Units will fall to the appropriate responsible agency. For example, DPSS will take on Care and Shelter Branch responsibilities. SEMS and NIMS will be implemented.

Annex/Plan Integration

A. This Mass Care Annex is part of the overall LACOA ERP. Direction and guidance from the ERP are applicable to this Mass Care Annex. The Annex tasks and requirements are coordinated and managed with partner and stakeholder agencies and organizations, tasks include the following:

1. Shared situational awareness and a common operating picture;
2. Coordination with and integration of municipal, county, operational area, regional, State, and Federal agencies and organizations;
3. Shared resource and operational status information;
4. Coordination of human and material resources used or requested by multiple jurisdictions, agencies, and organizations; and
5. Authorities, rules, and regulations as listed in the ERP also apply to this Annex. In particular this includes the Americans with Disability Act (ADA) and related state laws and ordinances. All mass care/shelter activities will be compliant with the ADA and other related laws.

B.   Where possible, mass care activities should use pre-arranged MOUs or mutual aid agreements (MAAs). Red Cross maintains several MOUs with food providers and suppliers. Additional Information regarding the mutual aid system can be found in Section 4 of the ERP.

    1.   LACAO and Red Cross Los Angeles Region Memorandum of Understanding (in development)

C.   Plan integration should be both vertical and horizontal with other response functions, agencies, and organizations.

    1.   Vertical plan integration

       a.   City Mass Care plans and activities will be coordinated with LACOA Mass Care activities.

       b.   The CEOC/OAEOC or County OEM will coordinate with CA OES for State and Federal response resources and activities.

    2.   Horizontal integration

       a.   The CEOC/OAEOC or County OEM will coordinate overall emergency management activities among Los Angeles County departments, agencies, and organizations.

       b.   Operational Areas that provide resources or assistance to mass care/shelters will coordinate with DPSS or the CEOC/OAEOC Care and Shelter Branch.

       c.   NGOs with resources available to the LACOA to support a mass care response will coordinate with the Care and Shelter Branch.

Organization Charts

Figure 1 and Figure 2 illustrate the organization of the CEOC/OAEOC and mass care organization and coordination points. This organization is flexible and scalable to meet the requirements of the situation. See also Appendix H: Chart with LACOA Emergency Functions, California Emergency Functions, and the corresponding Federal Emergency Support Functions (ESFs).
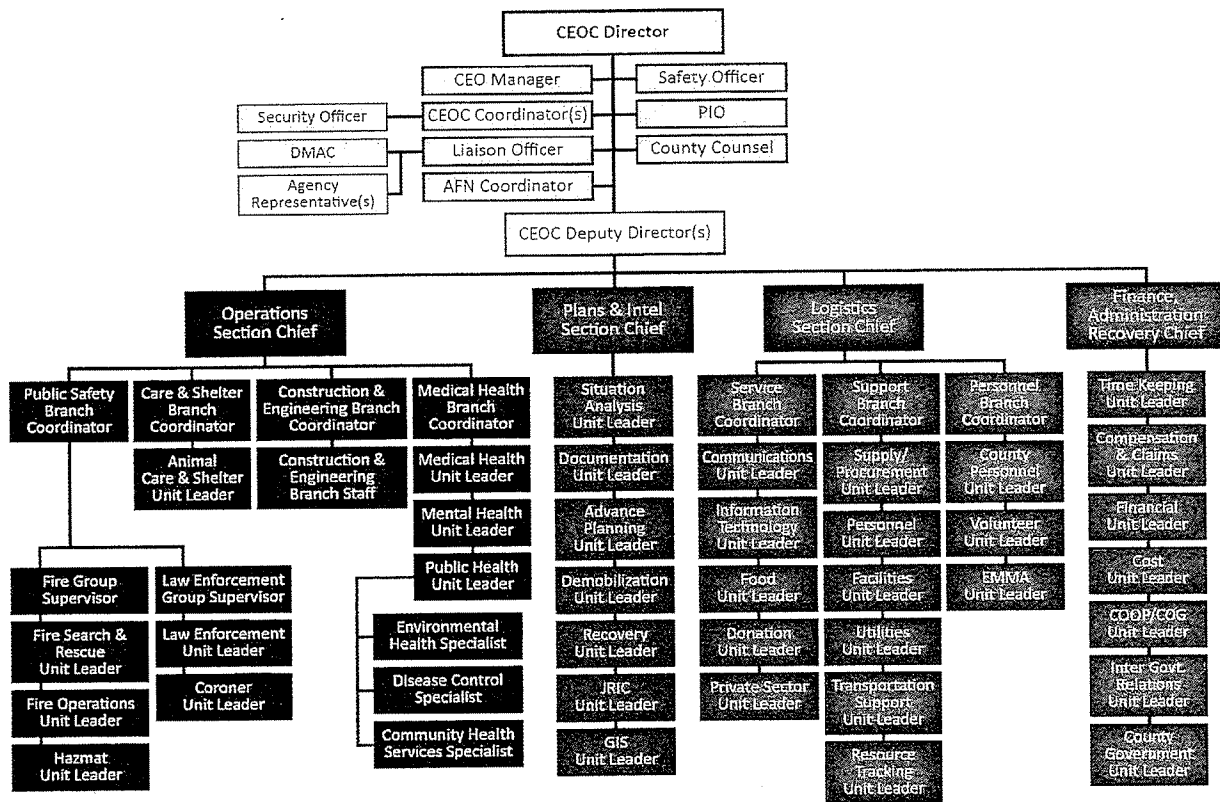
Figure 1: Los Angeles Operational Area Emergency Operations Center Organization Chart
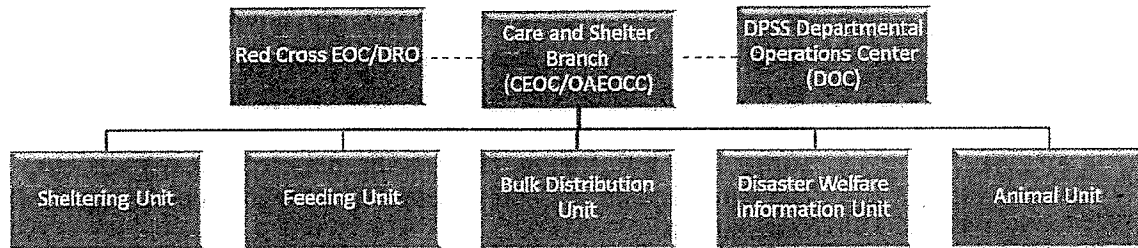
Figure 2: Mass Care CEOC/OAEOC General Structure

Table 3 lists the LACOA Emergency Functions, the California Emergency Functions (CA-EF), and the corresponding Federal Emergency Support Functions (ESFs).

Command Responsibility for Mass Care Operation

A. Command Structure

1. The CEOC/OAEOC is the conduit between municipal EOCs and the CA OES Southern Region EOC. DMACs assist in communication and coordination between cities and the CEOC/OAEOC.

2. The Care and Shelter Branch reports to the Operations Section in the CEOC/OAEOC.

3. DPSS is designated as the Care and Shelter Branch Coordinator. The Branch requires, at minimum, a Branch Coordinator who is responsible for adequate staff for 24/7 operations. The staffing is scalable and will be filled according to the situation needs and as appropriate. See Figures 1 and 2.

4. DPSS may activate a Department Operations Center (DOC) as an extension of the Care and Shelter Branch to assist coordinating Care and Shelter operations and activities at a separate location. This is detailed in the DPSS Emergency Response Plan.

5. Mass care field sites (e.g., shelters, feeding sites) directed by the Red Cross will use Red Cross-recommended leadership and organization structures, including ICS command structures, for most large operations.

6. Red Cross-coordinated sites will report to the Red Cross EOC/DRO except when direct coordination is needed from the CEOC. Government-run or independent sites will report either to the Red Cross EOC/DRO or directly to the Care and Shelter Branch as directed by the Care and Shelter Branch.

B.   Care and Shelter Branch Organization

1.   The Care and Shelter Branch will perform the following duties:

a.   Coordinate and oversee mass care operations and perform duties associated with disaster relief programs for the CEOC/OAEOC when activated. DPSS will be the Operational Area Care and Shelter Branch Coordinator and will work in conjunction with the Red Cross, the primary support agency for mass care.

b.   Act as LACOA liaison with NGOs supporting the operation.

c.   Coordinate staffing or request additional staffing to support shelters with key partners.

d.   Coordinate with the Red Cross regarding all emergency shelters, including independent or NGO shelters, spontaneous shelters, and local city shelters as appropriate.

i)   The Red Cross opens an EOC for small incidents and a Disaster Relief Operation (DRO) headquarters for large incidents.

e.   Coordinate with the LACOA Recovery Coordination Center when it is activated.

f.   Activate an appropriate Unit for direct coordination as needed. In these cases, field operations will report to the appropriate Unit, which will then report to the Care and Shelter Branch. The purpose of the Unit is to devise and execute strategic operating plans. The following chart breaks down possible units that might be activated.

Table: Care and Shelter Branch Units

Name of Unit	Description	Lead Agency	Support Agencies
Sheltering	Shelter Management and Coordination	DPSS	American Red Cross, DACC, DCSS, DCFS, DPR, ISD, DPH, DMH, DHS, County Office of Education
Feeding	Mass feeding operations to	DPSS	American Red Cross, OEM,

	impacted areas in the OA		ISD, DCSS, ENLA
Bulk Distribution	Coordination of bulk distribution to impacted areas in the County	DPSS	American Red Cross, OEM, ISD, DSCC, ENLA
Disaster Welfare Information	Service that connects people in a post-disaster environment	DPSS	American Red Cross, Sheriff, DCFS, DCSS
Animal Care and Shelter	Provision of services to provide care to animals during and post disaster	DACC	

2. Shelter Unit

    a. Reports directly to the Care and Shelter Branch Coordinator.

    b. Implements the elements of this Annex regarding shelter operations.

    c. Coordinates with shelter support agencies.

    d. Coordinates with the Logistics Section to support shelter operations.

    e. See more in Section 4

3. Feeding Unit

    a. Reports directly to the Care and Shelter Branch Coordinator.

    b. Implements the LACOA Feeding Plan (still in draft).

    c. Coordinates with the Food Unit Leader within the Logistics Section.

    d. Coordinates with all entities supporting feeding operations .

    e. See more in Section 4.

4. Bulk Distribution Unit

    a. Reports directly to the Care and Shelter Branch Coordinator.

    b. Liaises and coordinates all bulk distribution activities with the Logistics Section.

    c. Coordinates with all entities supporting bulk distribution operations and activities.

      d.   See more in Section 4.

5.   Disaster Welfare Information Unit

      a.   Reports directly to the Care and Shelter Branch Coordinator.

      b.   Coordinates with all entities supporting Disaster Welfare Information activities.

      c.   Coordinates with other information type hotlines/services that are established post-disaster.

      d.   See more in Section 4.

6.   Animal Care and Shelter Unit

      a.   Reports directly to the Care and Shelter Branch Coordinator.

      b.   Implements the LACOA Animal Emergency Response Annex.

      c.   Coordinates activities with all entities supporting efforts regarding animal care and sheltering.

      d.   See more in Section 4.

C.   Coordination Structure

LACOA Mass Care and Shelter operations and activities include collaboration and cooperation among the Los Angeles County DPSS, the OEM, lead and support departments, Disaster Area Management Coordinators (DMACs), the Red Cross and other NGOs (e.g., ENLA, the Salvation Army, 211 Los Angeles County, the Tzu Chi Foundation), the private sector, and, if activated, State and Federal emergency management entities.

1.   Field Coordination

      a.   Mass care field activity occurring in the unincorporated areas of Los Angeles County will receive tactical direction and operational control from the American Red Cross EOC/DRO, including opening and operating emergency shelters, fixed and mobile feeding operations, fixed and mobile bulk distribution, and disaster welfare information and family reunification activities.

      b.   In collaboration with the American Red Cross, DPSS will coordinate additional trained shelter staffing to supplement Red Cross volunteers in the event that Red Cross resources are inadequate to provide necessary emergency sheltering. If licensed staff are requested by the Red Cross or utilized by

DPSS in the capacity of their licensed skills, the licenses of those individuals performing specific skills pertinent to their licenses must be verified by the County before they are deployed.

c. Commodity points of distribution (C-PODs) will be coordinated between the CEOC Logistics Section and the Red Cross Bulk Distribution operation.

d. NGOs, community groups, or local governments seeking to open shelters without coordinating with or through the Red Cross but that are sanctioned by the Care and Shelter Branch will provide information to the Care and Shelter Branch, which will communicate it to the Red Cross EOC/DRO for consolidation with all shelter tracking data.

e. If independent shelters are opened by other NGOs, community groups, or local governments, the Red Cross may make resources available to them, including a sheltering technical advisor, and will facilitate critical communication to the CEOC/OAEOC as needed.

f. Upon request and if feasible, representatives from organizations supporting mass care will provide a representative to coordinate field activities.

i) The Red Cross will provide a representative to Incident Command Posts, jurisdictional EOCs, and the CEOC/OAEOC that is conducting or requesting mass care support to provide coordination for mass care activity except as modified by any local city plans, MOUs, or other agreements between a jurisdiction and the Red Cross.

2. Critical Coordination Points

a. Reception Operation Coordination

i) Coordination between Reception Centers and Mass Care Sites

ii) The Care and Shelter Branch will coordinate with evacuation centers to exchange evacuee registration and tracking information prior to their arrival at shelter sites.

b. Transportation Branch Coordination

i) LA County Sherriff's Department is Transportation Coordinator during evacuations.

ii) Los Angeles County Metro will coordinate with law enforcement and mass care during large-scale events to

coordinate with the traffic management plan in and around mass care sites.

iii) ISD is the transportation coordinator for mass care and shelter transportation needs and will coordinate directly with the transportation branch.

iv) Metro will coordinate with transportation providers, including paratransit providers, for resources to support mass care operations.

v) Movement of shelter evacuees back into communities post disaster.

vi) Assessing the availability of accessible transportation to assist during evacuation as well as re-entry.

vii) Coordinating transportation support to congregate housing residences during evacuation/re-entry.

viii) Interpreting policy and procedures allowing critical services into impacted areas (e.g., home health services, personal assistants, etc.)

c. Medical and Health Branch Coordination

Coordination of Medical and Health support issues include, but are not limited to:

i) DPH's Environmental Health Division will coordinate with mass care and shelter sites for health and sanitation assessment with regard to shelter operations.

ii) Mass Care will coordinate with DPH for Public Health nurses and DHS staff to supplement shelter health services and, if applicable, support expanded medical services.

iii) If additional medical staff is needed to support shelter population, requests will be coordinated through the CEOC/OAEOC for EMAC, State, and/or Federal resource assistance.

iv) Mass Care will coordinate with DPH for support with animal sheltering and animal health issues.

d. Coordination of Mental Health

i) DMH will coordinate all mental health services as requested through the CEOC/OAEOC.

ii) Coordinate with DMH regarding the following services: mental health assessment and triage, support for victims of trauma, support for persons grieving losses,

assessment and referral of persons requiring prescribed behavioral medications who were unable to bring these medications with them, and medication assessment pertaining to behavioral symptoms being exhibited.

iii) Red Cross mental health workers will make referrals to community resources and/or may contact DMH for assistance in formally assessing an individual for treatment.

e. Public Information Coordination

i) The PIO and the Joint Information Center (JIC) will develop, coordinate, and deliver mass care information to the public.

ii) Delivery methods and message content will support the needs of people with disabilities and others with access and functional needs through, but not limited to large print formats for printed information, the use of American Sign Language interpreters where needed, and the utilization of online content that is accessible to persons using screen-reader software for persons with limited vision.

f. Logistics/Resource Management Branch Coordination

i) The Los Angeles County Internal Services Department (ISD) will provide personnel to the Logistics Section to assist with mass care resource needs.

ii) The Los Angeles County Office of Education coordinates issues relating to use of public schools during emergencies.

iii) The Los Angeles County Department of Parks and Recreation will coordinate for opening of evacuation centers and/or emergency nontraditional shelters for affected populations.

g. Public Safety Branch Coordinator

i) The Care and Shelter Branch will coordinate with the Public Safety Branch to request safety and security support resources for evacuation centers, shelter facilities, food preparation sites, feeding sites, warehouses, and bulk distribution sites.

ii) Safety activities will focus on the safety of facilities and sites. Security will oversee law enforcement activities, traffic management, and perimeter/access control.

h.   Recovery

The Care and Shelter Branch will coordinate human services support with the following:

i)   Local, State, and Federal agencies and NGOs engaged in recovery operations.

ii) DPSS administration of disaster support social service programs.

iii) The 211 Los Angeles County telephone information and referral service for phone service to assist with social service delivery programs and referrals.

iv) ENLA for information and referral services.

v)   LACs will facilitate coordination of recovery services and programs.

- Establishing Local Assistance Centers (LACs) are the responsibility of the local jurisdiction and are supported by the County OEM.

- Serve as one-stop sources for disaster recovery assistance information.

- Work with public information officers (PIOs) to coordinate communications to the public regarding recovery and LAC activities.

- Provide information, transportation, and other support so that people in shelters are able to visit and/or access services provided at LACs.

vi) The Recovery Coordination Center will coordinate disaster recovery efforts at the LACOA level.

vii) DPSS, along with local government, will coordinate with government and NGOs to provide a whole-community approach to recovery services.

viii) The Care and Shelter Branch will coordinate with NGOs, government social service agencies and programs, and other available recovery programs for referral of persons seeking mass care support.

ix) The Care and Shelter Branch will coordinate with the Transportation Branch for accessible transportation for the daily or permanent return of evacuees to their pre-disaster locations or other housing options.

x)   The Red Cross will conduct case management activities and coordinate with the Care and Shelter Branch for referrals of persons seeking mass care support to recovery resources.

xi)   FEMA Disaster Resource Centers (DRCs) will coordinate with the CEOC/OAEOC Branches to support recovery of the affected population in shelters and their transition to various long-term sheltering and/or housing options.

xii)   FEMA Voluntary Agency Liaisons (VALs) will coordinate with the Care and Shelter Branch to provide assistance in locating resources and NGOs providing recovery services (e.g., clean-up, repair, and housing rebuilding efforts).

SECTION 3: ROLES AND RESPONSIBILITIES

The following section describes roles and responsibilities of the two primary agencies for mass care and shelter operations – DPSS and the Red Cross – and describes numerous support agencies that may be activated during mass care and shelter operations as needed.

The chart below provides a snapshot of all primary and support agencies, listed below are details on specific roles and responsibilities.

Category	Name of Agency
Primary	DPSS, RED CROSS
Support (governmental)	DPH, DHS, DMH, Coroner, DCFS, DCSS, Sheriff, Fire, DACC, DPR, DPW, OEM, Building and Safety Dept., ISD, DCR, DVA
Authorities	LAC Office of Education, LAC Metro
Cities	Incorporated and unincorporated cities
Nongovernmental Organizations	ENLA, Salvation Army, Catholic Charities, Children's Hospital, CERT, GLAD, ILCs, LA 211, Lutheran Disaster Services, PASC, Regional Centers, Save the Children, Service organizations, Southern Baptist Disaster Relief, Tzu-Chi Foundation
State Agencies	OES, National Guard, HHS, DSS, Dept. of Aging
Federal Agencies	FEMA

Primary Agencies

A.   Los Angeles County Department of Public Social Services (DPSS)

DPSS is the lead agency for the mass care and shelter of people affected by a disaster. DPSS is the designated county disaster liaison with NGO human services agencies and the grocery industry. DPSS carries out these responsibilities through relationships with local cities, county departments assigned to support DPSS, Emergency Network Los Angeles (ENLA)—which includes the voluntary organizations that respond to and

are active in disasters for the LACOA—the California Department of Social Services, the Red Cross, the Salvation Army, the Grocery Industry Mutual Aid Council, and Federal agencies as designated in the NRF.

In addition, DPSS has the following responsibilities:

1. Serves as designated Care and Shelter Branch coordinator of the CEOC/OAEOC, with American Red Cross support.

2. As the Care and Shelter Branch Coordinator, facilitates situation reports between the LACEOC, The American Red Cross, and any government-run or private-run shelters that are activated.

3. Manages the CalFresh program (formerly known as food stamps and federally known as the Supplemental Nutrition Assistance Program [SNAP]), and the Disaster CalFresh program (D-CalFresh) (Federally known as the Disaster Supplemental Nutrition Assistance Program [D-SNAP]).

4. Provides outreach to at-risk IHSS consumers who may be affected by the disaster.

5. Though the LA County Sherriff has primary responsibility for unaccompanied minors in a shelter, during an emergency sheltering situation, DPSS may request Children and Family Services assistance until law enforcement arrives.

6. Develops a statement of understanding and collaborative planning efforts with the Red Cross and other NGOs.

7. Activates and coordinates with support agencies to carry out mass care and shelter operations.

8. Coordinates identification and surveys of potential shelter facilities in unincorporated areas for use, suitability, and accessibility. Maintains the list of available County owned/managed shelter locations and accessibility priority ratings.

9. Coordinates multiagency cooperation (e.g., cooperation with fire, law enforcement, schools) for support of mass care operations.

10. Works cooperatively with the LACOA Public Health and Mental Health departments to support emergency shelter operations.

11. Facilitates coordination of services at emergency shelters in collaboration with city representatives located at or assigned to shelter facilities when shelters are opened in incorporated areas of the County and with the American Red Cross.

12. Facilitates Disaster Service Worker trainings for DPSS and other County staff on an ongoing basis.

13. Coordinates training and requests for Functional Assessment Services Team members through the operations section and in collaboration with the OAAB and the American Red Cross.

B. American Red Cross

1. Serves as the primary support agency to DPSS for LACOA planning and coordination of Mass Care operations (e.g., sheltering, feeding, bulk distribution, disaster welfare information) and support for other care and shelter, ESF #6, and State CA-EF Care and Shelter activities that occur in the LACOA, including emergency assistance, housing, and human services.

2. Provides mass care services, including emergency shelters, fixed and mobile feeding sites, emergency and basic first aid, mental health support, disaster welfare information (DWI) services, assistance for other emergency needs, and disaster preparedness education and shelter operations training. Shelter operations may include shelter staff training, and/or shelter manager training and includes training on DAFN issues and assistance.

3. Provides shelter management and staff at city and county shelters. Coordinates with the County and cities to supplement staffing resources at shelter and other mass care sites.

4. Provides status information and analyses of these operations to the LACOA and provides staff to the CEOC and other EOCs as requested.

5. Provides logistics support, upon request, to government agencies and NGOs providing mass care services in the LACOA.

6. Maintains stockpiles of supplies for shelters in trailers. This includes general shelter resources as well as supplies/equipment to support needs of people with disabilities and AFN.

7. Provides shelter training to city and/or county government employees.

8. Supports jurisdictions in surveying potential shelter facilities. Participates in the County review team to address both suitability as a shelter and accessibility; coordinated with DPSS, DCR, Parks, and ISD.

9. Maintains Red Cross database of all potential shelter and mass care facilities.

10. Ensures that plans and agreements are in place for facilities used for mass care activities and that these plans and agreements are maintained on a routine basis.

County Support Agencies

A.   Los Angeles County Department of Public Health

1.   Provides Public Health clinical staff to assist in medical and health support in the mass care operation per EOC assignment with the consent and direction of the health officer.

2.   Inspects and ensures that shelters are operated safely, follow hygienic feeding practices, and have access to clean water and other basic necessities.

3.   Staffs the CEOC/OAEOC Medical and Health Branch in conjunction with DHS and the Department of Mental Health (DMH).

4.   Investigates and mitigates any disease outbreaks in mass care sites.

5.   Coordinates with LAC Animal Care and Control, as well as Mass Care and Shelter Branch regarding animal sheltering and animal health issues.

B.   Los Angeles County Department of Health Services

1.   Serves as the coordinating entity to support the medical needs of shelter residents.

2.   Staffs the CEOC/OAEOC Medical and Health Branch in conjunction with DPH and DMH.

3.   Activates the LAC Hospital Adopt A Shelter Program. The purpose of this program is to supplement existing health-related services, secure resources to meet the health needs of residents, and mitigate disaster-related illness, injury and death. Adopting hospitals will provide medical screening, first aid treatment, non-acute medical/nursing care, writing prescriptions/prescription refills, and support DPH efforts to provide immunizations, TB testing and the like.   (See DHS policy Reference No. 1116 at: http://file.lacounty.gov/dhs/cms1_206079.pdf)

4.   Coordinates transportation of shelter residents to hospitals or clinics who are in need of higher level of care.

C.   Los Angeles County Department of Mental Health

1.   Serves as the coordinating body for all mental health services for community disaster victims and emergency responders within the LACOA throughout the duration of the disaster and its recovery period.

2.   Deploys specially trained liaisons to the CEOC/OAEOC Operations Section to support Medical and Health.

3.   Provides disaster mental health services as requested through the CEOC/OAEOC or through SEMS.

4. Provides assessment and consultation in shelter settings and Reception or Evacuation centers to assess impacted residents.

5. Staffs the Medical and Health Branch at the CEOC/OAEOC in conjunction with DPH and DHS.

6. Provides assistance to first responders and others helping with the emergency to assess for and assist with responder trauma during and after the event.

D. Los Angeles County Department of Coroner

1. Handles the removal of remains for fatalities that occur within shelters or during transport to shelters.

2. Identifies, establishes, and manages temporary morgue facilities as needed.

3. Provides guidance to shelter managers about the handling of remains prior to removal.

4. Coordinates with shelter management for access to residents providing and awaiting information regarding missing persons.

E. Los Angeles County Department of Children and Family Services

1. Identifies the status and promotes the safety and well-being of the children already in its care and assists children who may be left unsupervised as a result of a disaster (i.e., "unaccompanied minors").

2. Supports DPSS in a major disaster and provides a variety of services for displaced children and offers various programs, including the following:

   a. Deployment of Department of Children and Family Services (DCFS) staff to emergency shelters when needed to process initial intake and registration of unaccompanied minors, by providing assessment, assistance in locating parents or guardians, and housing unaccompanied minors or arranging appropriate temporary placement of minors with relatives or other related parties until their parents status can be determined.

   b. Continuing commitment to provide services to children under DCFS care, including long-term placement of children affected by a disaster as needed.

   c. Coordinates with other departments and non-governmental organizations to support displaced children during and after an emergency.

F. Department of Community and Senior Services

1. Supports DPSS disaster response efforts, including welfare checks on at-risk IHSS recipients.

2. Provides a liaison function through collaboration with their human services community-based network of contractors and its operational units (Aging and Adult Services, Employment and Training, Community Services Block Grant) to senior centers, community centers, senior congregate and home-delivered meal programs, food pantries, and shelters throughout the county.

3. Provides support and resources for senior citizens during a disaster. This may include: welfare checks on fragile persons, providing locations of shelters, food distribution, information on receiving benefits, assistance with finding care providers (non-shelter), transportation, and/or medical supplies.

4. Coordinates personnel and response assets to meet community and senior service needs.

5. Manages Adult Protective Services.

   Conducts health and safety checks on high-risk individuals 18 years older who may need additional assistance, or who may present challenges that will impact others to determine their status and need for assistance. For persons at risk or who could potentially place others at risk CSS will coordinate with the LA Department of Mental Health.

G. Los Angeles County Sheriff's Department

1. Maintains, manages, and/or coordinates with local law enforcement agencies for security at mass care facilities.

2. Coordinates traffic management during evacuee movement to mass care facilities.

3. Monitors identified, registered sex offenders in accordance with local and State statutes.

4. Takes custody of unaccompanied minors and provides protection and monitoring in coordination with DCFS and DPSS.

5. For all jurisdictions in Los Angeles County, provides an alternative communications link for all jurisdictions in Los Angeles County between the mass care facility and the CEOC/OAEOC if necessary.

H. Los Angeles County Fire Department

1. Provides support to ensure fire safety in emergency shelters.

2. Coordinates with the CEOC/OAEOC Care and Shelter Branch to assign medical assets to larger emergency shelters upon request, to the extent possible.

3. Coordinates responses to hazardous materials (HazMat) incidents and conducts decontamination activities as needed.

I. Los Angeles County Department of Animal Care and Control

1. Establishes and provides emergency animal sheltering, large animal shelters, emergency kenneling, and other animal boarding in LACOA during emergencies.

2. Coordinate implementation of the LACOA Animal Emergency Response Annex. Serves as the lead agency of the Animal Care and Shelter Unit in the OAEOC/CEOC and staffs the CEOC as needed.

3. Provides support to evacuees by placing large animals and exotic animals in appropriate settings, including birds and reptiles, displaced by catastrophic events.

4. Sets up temporary emergency animal shelters to assist persons who have brought their pets from evacuated areas but who cannot take their pets into disaster shelters with them.

5. Coordinates with partners to determine needs and make accommodations at shelter sites for the care of pets, emotional/support animals, and service animals.

6. Coordinates with Logistics Section regarding supplies and equipment needed to support animal care in mass care and shelter operations.

7. Coordinates with the Care and Shelter Branch for identification and reunification of shelter residents and rescued domestic animals.

J. Los Angeles County Department of Parks and Recreation

1. Makes parks and facilities available to relief and disaster agencies for use as mass care and shelter sites and assists with the set-up and maintenance of these sites.

2. Staff may be used to assist staff from other agencies involved in mass care operations.

3. Communicate temporary and/or long-term construction, renovation, or other types of issues/projects that may impede the County's use as a site as a shelter.

4. Coordinates with DCR, Red Cross, and DPSS to allow for survey and assessments of identified park locations to serve as shelters. Responsible for implementing remediation steps to address non-compliant ADA components in areas that are planned to be used as shelters.

K. Los Angeles County Public Works

1. Cities are responsible for assessing the structural safety of shelter sites and other public structures within their city limits. County Public Works staff will assess structures within unincorporated Los Angeles County, and will coordinate additional assistance to cities if their own inspection mechanisms are overwhelmed.

2. Inspects mass care and shelter sites for serviceability

3.   May also be tasked with creating traffic plans and detours in the unincorporated areas or contract cities.

L.   Los Angeles County Internal Services Department

1.   Coordinates activities with the Care and Shelter Branch.

2.   ISD is the transportation coordinator for mass care and shelter transportation needs and will coordinate directly with the transportation branch.

3.   Coordinates all logistics and infrastructure support needs.

4.   Manages and activates vendor contracts for shelter and other mass care supplies.

5.   Staff the CEOC upon request.

M.   CEO Office of Disability and Civil Rights

1.   Provides a shelter assessment tool to review accessibility of County facilities (and others as requested) to be used as potential shelters or other mass care sites.

2.   Conducts accessibility assessment reviews, in concert with RED CROSS and DPSS, at County facilities (and others as requested) to be used as potential shelters or other mass care sites.

3.   Serves as an advisor to the Care and Shelter Branch regarding disability specific issues, particularly in regard of application of the ADA to mass care and shelter operations.

N.   LAC Department of Veterans Affairs

1.   Provides support to veterans or active duty military person at a shelter who need additional support.

Authorities

A.   Los Angeles County Office of Education

1.   Serves as liaison to other school districts within the county.

2.   Shelters students in school buildings when the situation warrants or when directed to do so by the appropriate authority.

3.   Coordinates evacuation, transport, and temporary care for students displaced during emergencies until parents or other authorities take responsibility for displaced students whose parents or guardians are not available.

4.   Advises and coordinates with school districts in the LACOA to make school facilities available for emergency sheltering and other mass care activity during a disaster.

B.   Los Angeles County Metro

1.   Serves as primary coordinating agency for transportation providers in a major incident that would support mass evacuation and mass care and shelter needs. This includes a LAC Metro representative at the LACEOC for coordination of evacuating persons to mass care facilities (e.g., shelters and reception centers), coordination of non-emergency transportation needs, and coordination of movement of people out of shelters to transitional housing or back to their home area.

2.   Coordinate Access Services, the mandated paratransit program for Los Angeles County, to support mass care and shelter operations as requested.

3.   LAC Metro will assist with the coordination of transportation resources in emergencies such as bus service, rail service, and coordination of accessible transportation, for persons that are dependent on public transportation in an evacuation or to re-enter post-emergency.

Cities

A.   Cities are primarily responsible for events that occur within their jurisdiction . Cities are to provide the initial response to emergency incidents, unless, from the outset it is determined that the event taking place has exceeded the abilities of the city in question to respond effectively to the situation. In this event, it is the city's responsibility to contact the CEOC and to request assistance and/or mutual Aid.

B.   Individual cities differ in terms of the resources that they have on hand to offer, and their abilities to respond to various types of emergencies. Cities must be prepared to declare a city disaster if they are requesting county, state, or federal assistance.

C.   Cities may partner with Red Cross to establish shelters and/or may establish City-run shelters.

D.   Coordinate with the DPSS regarding all shelter and mass care operations.

E.   The Disaster Management Area Coordinator (DMACs) will work with cities and partner agencies to assist their emergency management activities and to act as a liaison between local government and county, state and federal agencies. The DMACS will serve as key liaisons when it comes to sheltering operations within their cities.

Nongovernmental Organizations

A.   There are numerous nongovernmental organizations that will play a role in disasters occurring in LACOA. Below listed are some of the key partners that LACOA has worked with to establish a role in mass care operation. During and after an emergency, LACOA will reach out to other organizations as well to support operations, as necessary. Some of the types of services and resources that NGOs can bring include but are not limited to:

1. Case management services to support people impacted by disasters in gaining access to available services.

2. Emergency sheltering, feeding, and bulk distribution support services.

3. Child, senior, and dependent adult care services.

4. Cleanup and rebuilding services.

5. Financial assistance for disaster-related expenses.

6. Healthcare services.

7. Spiritual care and services.

8. Mental Health services.

9. Services, equipment, supplies, etc. to support the needs of people with disabilities and others with access and functional needs.

10. Relocation services to assist affected populations with settling in new areas or returning to the affected area.

11. Assistance with unmet needs.

B. Buddhist Tzu Chi Foundation

1. Works with the American Red Cross and various agencies to help provide disaster relief for persons/families affected by emergencies.

2. Provide emergency cash for relief funds to meet specific needs of residents impacted by an emergency and may supplement financial assistance provided by the Red Cross when services or items needed do not fit into Red Cross protocols.

C. Emergency Network Los Angeles

1. Coordinates NGOs, including national affiliates that have resources available to support disaster response in the LACOA.

2. Maintains relationship with and serves as the primary organization acting on behalf of the National Voluntary Organizations Active in Disaster in the LACOA.

3. Coordinates and facilitates planning efforts for member organizations intending to provide services to the community during a disaster.

4. Provides support in management of prospective volunteers and Emergency Volunteer Center (EVC) operations.

5. Send a member to serve as liaison in the CEOC, upon request.

D. Salvation Army

1. Provides personnel to manage and staff mass care function as needed.

2. Provides clothing, emergency feeding services, case management, among other support as needed.

3.   Coordinates retrieval and distribution of in-kind donated items such as clothing and food.

E. Catholic Charities

1.   Catholic Charities provide services to a wide variety of their clients. They offer support and spiritual connections.

2.   Inform and assist with spreading vital information to their clients;

3.   Provide case management services to ensure their more vulnerable clients are able to receive the services they are seeking.

F. Community Emergency Response Teams

1.   Supports Red Cross mass care operations through Community Emergency Response Team (CERT) volunteers.

2.   Attends cross-training through the Red Cross mass care partnership to reduce personnel shortfalls.

G. Greater Los Angeles Agency on Deafness (GLAD)

1.   The Greater Los Angeles Agency on Deafness (GLAD) provides services and other assistance to hearing impaired persons in the Los Angeles area.

2.   Assist with specialized equipment including screen readers and other adaptive equipment, with interpretation for deaf persons, and with assistance for their clients who may have more complex legal or other requirements, helping them to understand the process taking place as well as find assistance needed.

3.   Provide information to the County regarding their clients, where they are located, and any identified needs.

4.   They can serve as an important connection to the deaf community and can provide consultation and referrals to ASL interpreters for emergency shelters or reception centers.

H. Independent Living Centers

1.   Independent Living Centers (ILCs) provide a variety of services for persons with various disabilities.

2.   Disseminate important emergency information that needs to reach members of disability communities.

3.   Purveyors of emergency and preparedness information for their members, and can fill a vital consulting role in providing information about the unique needs of persons in shelters in need of additional assistance.

I. Los Angeles 211

1.   The Los Angeles 211 call center provides important information to Los Angeles area residents.

2. Provide important emergency information and serve as an overflow for calls to 911 and to city and county offices with questions related to the emergency.

3. In an emergency 211 staff monitor the emergency situation in order to provide up to date information on the event.

4. 211 may serve a vital role during the emergency in that they can handle many non-emergency questions freeing up 911 and local police and fire departments to respond to events requiring immediate attention.

5. Closely collaborate with the CEOC to be sure to have the most up-to-date information for callers.

J. Lutheran Social Services

1. Lutheran Social Services provides a wide variety of community services, many focusing on people who are seniors and/or with disabilities.

2. They provide case management services and may provide assistance to their clients.

K. Personal Assistance Services Council

1. The Personal Assistance Services Council (PASC) oversees caregiver relations and requirements for persons that are hired as care providers and assistants for In Home Supportive Services clients.

2. PASC will coordinate IHSS services to existing clients on IHSS while they are in emergency shelters.

L. Regional Centers for People with Developmental Disabilities

1. Regional Centers provide a wide spectrum of services and supports for clients with identified eligible conditions related to developmental disabilities. There are seven (7) Regional Centers in LA County serving approximately 85,000 people with developmental disabilities.

2. Assist with the evacuation of and care for Regional Center clients who are temporarily displaced and residing in an emergency shelter or in some other type of alternate housing following a mass emergency/disaster.

3. Assist with placement of their clients as part of the recovery phase, facilitating placements in facilities or independent and/or supported living situations depending on the needs and level of functioning of the individual clients.

4. Serve as a resource for relaying important emergency messages to Regional Center clients and staff in an emergency, as well as providing consultation about care needed for persons dependent on others for daily living.

M. Save the Children

    1.   Save the Children is an organization that advocates for children and seeks to provide assistance to children and families.

    2.   Serves as both a conduit for emergency information, and may also be able to provide additional services or assistance to children and families in emergency shelters during an emergency event.

N. Service Organizations (e.g., Lions Club, Rotary Club, Junior League)

    1.   Provide personnel to support mass care activities.

O. Southern Baptist Disaster Relief

    1.   The Southern Baptist Disaster Relief organization has a long history of responding to major disasters and providing cooked food, supplies, and other resources to persons affected by disasters.

    2.   They have mobile food kitchens to feed thousands of persons displaced from their homes.

State Agencies

A.   California Office of Emergency Services (OES)

    1.   Provides and coordinates access to State disaster related programs.

    2.   Provides coordination and access to other state agency resources through the mission tasking and resource request system.

B.   Coordinates with DPSS and EMSA for available disaster related supplies and/or trained personnel to support mass care activity as requested through SEMS. This includes processing resources requests for durable medical equipment, other assistive devices and technology, universal cots and other supplies to support people with the D/AFN population in mass care settings. National Guard

    1.   Assists with the supply of food, water, and transportation, in consultation with defense coordinating officers.

    2.   Provides security support at shelters and other public service delivery sites such as points of distribution (PODs).

    3.   Provides direct support to bulk distribution operations through coordination of additional manpower and vehicles as needed.

    4.   Coordinates with the U.S. Army Corps of Engineers for repair of infrastructure necessary for mass care use and return of sheltered evacuees to their homes.

    5.   Informs CEOC/OAEOC team of shelter and field kitchen availability on military properties and through military contracts.

6. Coordinates use of shelter facilities on military properties.

C. California Health and Human Services Agency

1. Coordinates actions to assist responsible jurisdictions to meet the needs of victims displaced during an incident, including food assistance, clothing, non-medical care and sheltering, family reunification, and victim recovery.

2. Coordinates public health, mental health, and medical activities and services statewide in support of local jurisdiction resource needs for preparedness, response, and recovery from emergencies and disasters.

3. Accomplishes the following through its departments:

   a. Department of Developmental Services:

      i) Provides support to LACOA through Regional Center NGOs to support unmet needs.

D. State Department of Social Services:

1. Serves as the lead State Mass Care and Shelter agency.

2. Handles emergency placement of individuals referred to them by Adult Protective Services through the Community Care Licensing Branch.

3. Coordinates Disaster-CalFresh.

4. Provides Functional Assessment Service Teams (FASTs) to assess the priority needs of people with disabilities and others with access and functional needs and begin the resource request process.

E. Department of Aging and other departments.

1. Administers programs that serve older adults, adults with disabilities, family caregivers, and residents in long-term care facilities throughout the State.

Federal Agencies

A. Federal Emergency Management Agency

1. Establishes Disaster Recovery Centers (DRCs) for disaster victims to obtain information about and apply for different forms of disaster assistance.

2. Coordinates with the American National Red Cross for national mass care support according to a memorandum of agreement (MOA) between FEMA and the Red Cross.

3. Offers support for transition to recovery including public assistance for local and State governments (e.g., repair to public buildings, debris removal) and individual assistance to individuals affected by the disaster (e.g., housing, financial assistance).

4.   FEMA Voluntary Agency Liaisons coordinate between FEMA and voluntary agencies to assist persons affected by disaster in the transition from mass care to recovery.

5.   FEMA Office of Disability Integration and Coordination has a regional Disability Integration Specialist who can bring in a team during emergencies to assist and advise specifically in regard to emergency response/recovery for people with disabilities and others with access and functional needs.

6.   FEMA has the Personal Assistance Services program, and upon request can deploy contracted personal assistants to a shelter site.

SECTION 4: CONCEPT OF OPERATIONS

General Overview

The Concept of Operations (ConOps) section describes the process for the LACOA to implement its disaster mass care operation. This includes all the elements of mass care (i.e., sheltering, feeding, emergency first aid [including medical and health], bulk distribution, and disaster welfare information). This is a scalable ConOps capable of being expanded or reduced as needed. A subset of these tasks may be appropriate for some situations.

The steps and activities that follow constitute the general response framework. It is not required that Los Angeles County or its municipalities perform all the mass care activities and steps that follow; however, those that are performed should be coordinated with the Care and Shelter Branch.

If the CEOC/OAEOC is not activated when this Annex is activated, responsibilities assigned to CEOC/OAEOC Sections, Branches, and Units will fall to the appropriate responsible agency. For example, DPSS will take on Care and Shelter Branch responsibilities.

The following overarching plan will assist the county to implement a more rapid, expansive, and effective disaster mass care operation. It addresses mass care elements including:

- Staffing
- Sheltering
- Mass Feeding
- Bulk Distribution
- Disaster Welfare Information
- Transition to Recovery

Staffing

Mass Care operations will be staffed with a combination of local/County employees and volunteers (of organizations affiliated with shelter operations). Addressed below is also the use of specialized staff that are licensed or specifically trained in a function that may be required to support mass care operations.

A. American Red Cross

1. Upon activation of mass care operations, DPSS will communicate with the Red Cross and coordinate county staffing resources as needed.

2. The Red Cross will implement their staffing plan to support shelters and other mass care operations. They will activate as many appropriate internal staff/volunteers as available to support it. The Red Cross will take responsibility for tracking the time and activities of their volunteers and paid staff.

3. In incorporated cities, the Red Cross will coordinate staffing needs with local jurisdictions to identify shelter staff resources.

4. The Red Cross will coordinate with DPSS to request activation of the County's staffing plan.

5. The Red Cross will advise DPSS of any staffing delays or need for additional resources including activation of mutual aid and the National Red Cross staff deployment system.

B. County Shelter Staff

1. Upon activation of this Annex, DPSS will alert County departments of potential activation of staffing resources to support mass care/shelter operations. This includes:

- DPSS
- DCFS
- DPR
- CSS
- DPH (see below under specialized staff)
- DHS

2. Upon request for staff from Red Cross, or private sheltering entity, DPSS will obtain logistical information from RED CROSS and communicate the following information to County departments leads:

a. Shelters

- # of staff needed at which shelters
- Shelter locations and/or where to report
- Shift pattern/hours
- Start time/day
- For shelter operations, DPSS will request that all departments prioritize deploying staff who have participated in shelter training to work at shelter sites.

b. Other Mass Care Sites

- # of staff needed at which sites
- Locations (address) of site and/or where to report

- Shift pattern/hours
- Start time/day

3. DPSS will remind departments that the time and activities of county staff that are utilized for sheltering or other emergency response purposes will be tracked by their own county department's Human Resources division.

4. DPSS will continue to coordinate with Red Cross, or with other managing organizations, staffing resource needs.

C. Specialized Staff for MC/Shelter Operations.

1. When specialized staffing resources are requested (via Red Cross or private sheltering entity), DPSS will coordinate with appropriate County departments and other partners to identify specialized staff. This would include, but is not limited to the following groups listed here below.

2. Public Health/Medical

    a. DPSS will coordinate with DPH and DHS to address medical staffing needs in the shelters and/or at other mass care sites.

    b. This specialized staffing may include assistance from, but is not limited to:

- Nurses
- Doctors
- EMT/Paramedics
- Staff affiliated with Adopt a Shelter program
- Los Angeles County Disaster Healthcare Volunteers (see: www.lacountydhv.org)

3. Mental Health.

    a. DPSS will coordinate with DMH to provide mental health staffing in shelters and/or at other mass care sites.

    b. Specialized staff working under a professional license will be required to present a current professional license at the shelter/mass care site.

    c. Staff would include:

- Licensed social workers
- Psychiatrists
- Psychologists

- Los Angeles County Disaster Healthcare Volunteers
  (See: www.lacountydhv.org)

6. Working with Children and unaccompanied minors.

   a. DPSS will coordinate with DCFS and Red Cross to provide appropriate staff to support children in shelters including unaccompanied minors.

   b. Staff must be credentialed to do this work by the agency in which they are affiliated.

7. Personal Assistance Services (PAS)

   a. DPSS will work with PASC to assess staffing needs in shelters for PAS services, and to provide services in shelters.

8. Functional Assessment Shelter Teams (FAST)

   a. DPSS will work with the State when the County has depleted all County FAST resources, to notify and deploy FAST members to shelter to assess needs and make arrangements to make accommodations and provide other services to people with disabilities and others with access and functional needs.

D. Coordination with Regional, State, Federal Partners

   1. DPSS will coordinate with regional partners and the Los Angeles County OEM or CEOC/OAEOC Operations Section, if active, to accomplish the following:

      a. Request support from local EOCs and the CEOC/OAEOC for additional staffing resources including State staffing resources as available through SEMS, EMAC resources, and/or Federal staffing resources if applicable. Activate MOUs with staffing partners.

      b. Provide specific requirements in staff requests regarding function, experience, training, credentialing required.

      c. Activate FAST members from outside the LAC area to deploy to shelters.

   2. Coordinate staffing management among multiple regions, organizations, or functions.

      a. Coordinate among functions to deconflict the use of medical and health support staff resources that may be sought for or assigned to multiple functions (e.g., shelter versus healthcare facility).

      c. Assess essential and nonessential needs and priorities.

      d. Assess staffing capacity and develop a timeline for the arrival of additional staff.

E. Affiliated self-deployed volunteers

　1. Refer affiliated individuals to their department or organization headquarters to obtain assignment.

F. Unaffiliated spontaneous volunteers

　1. Unaffiliated/spontaneous volunteers, i.e., persons arriving at shelter locations seeking to volunteer will be directed to an appropriate alternate location or organization (e.g., EVC, ENLA, Red Cross, CERT, Medical Reserve Corps [MRC]) for affiliation, consideration, assignment, background check, and/or referral.

　2. Unaffiliated volunteers will not be allowed access to the mass care operation until they are approved by an affiliated organization.

　3. Unaffiliated volunteers will be allowed to support some limited functions prior to successfully completing their background check. These functions include positions throughout the relief operation except in the following areas:

　　a. Alone or in direct contact with children.

　　b. In dormitories alone overnight.

　　c. With financial instruments (e.g., cash, checks, or other monetary units).

　4. If evacuees residing at a shelter are willing to volunteer to support the shelter's operations, the shelter management will affiliate them appropriately and treat them as spontaneous volunteers.

G. Shelter Staff Credentialing

　1. Before personnel are assigned to work at a mass care site, their credentials will be verified with their assigning agency and/or Public Safety.

　2. Types of badging and credentialing for shelter staff:

　　a. Sheltering organizations may coordinate with Public Safety for issuance of staff badges.

　　b. Shelter staff in specialized positions (e.g., medical, mental health, personal assistance) must be verified by assigning agency. They may have a distinction in their badge to identify them and their level of authorization.

　　c. Control measures for shelter access by staff may include one or all of the following: perimeter/access control, expiration dates, separate sheltering-specific badges (e.g., color-coded, labeled), or coding operational badges to designated sheltering (e.g., color-coded, labeled).

　3. Policies and procedures for verifying credentials:

a.   Medical credentials (e.g., licenses, certifications) will be verified by DPH through the DHV program. Medical personnel may be recruited from and verified in the DHV system.

b.   Direct mental health providers to the EVC, Red Cross, or the County DMH for credential verification and affiliation.

c.   Other assigning agencies with specialized staff must ensure credentials are available and up to date and inform staff to bring proper credentials to the shelter.

d.   Direct non-medical unaffiliated spontaneous volunteers who may provide personal assistance services to the EVC for affiliation.

e.   Local jurisdictions will plan to provide and the County will ensure background checks are carried out on all government-provided DSWs and DSW-VPs assigned to mass care functions.

Sheltering

A.   Preparedness Activities

1.   DPSS works closely with Red Cross to develop shelter plans and build capacity to support shelters.

2.   DPSS convenes mass care and shelter planning groups to support planning and includes all primary and support agencies as listed in Section 3.

3.   Over 1200 personnel from County departments (DPSS, DPR, DCFS, and DCSS) have completed Red Cross shelter training.

4.   Within the County there are several different models for shelters. The following are the most common:

a.   Red Cross managed Shelters (in cities)

   i)   Red Cross works with cities to identify potential shelter sites. Red Cross maintains a database with all pre-identified City shelters.

   ii)   Most cities delegate shelter management responsibilities to the Red Cross.

b.   Red Cross-managed Shelters in County-owned facilities.

   i)   Red Cross works with the County to identify potential shelter sites and maintains a database with these sites.

c.   Privately Managed Shelters (managed by cities, local, or faith based organizations)

       i)   Some entities, apart from Red Cross, may plan to operate emergency shelters. Those that do this should inform their local jurisdiction of such plans.

       ii)   These entities should also work with the Red Cross regarding shelter guidelines, shelter staff training, the logistics of sheltering, planning and preparation of food for shelter residents, and information on preparing to shelter persons with disabilities and others with access and functional needs.

       iii)   Red Cross will coordinate with other private entities that plan to establish shelters during emergencies.

5.   Shelter Selection and Surveys.

    a.   Red Cross Shelter Surveys. Red Cross reviews potential shelter sites throughout the OA to determine if they meet Red Cross requirements for a shelter. All data is stored in the Red Cross database. The survey tool is the customized tool of the Red Cross, Los Angeles. This tool is used to assess a site for specific sheltering requirements such as cot capacity, dormitory areas, kitchen, heating/cooling systems, generators, etc., that are universal considerations and not disability or accessibility specific at all but serve as a precursor to that more in-depth accessibility review.

    b.   County Facility Survey Reviews

       i)   DPSS works with DPR, and other departments to identify County owned/managed facilities to serve as potential shelters.

       ii)   Assessment: For the assessment of County facilities, DPSS, Red Cross, CEO DCR, and DPR collaborate to conduct a two-pronged shelter assessment:

           •   Red Cross teams utilize the Red Cross survey to determine if the facility is a good fit for a shelter; and

           •   DCR teams utilize DCR's Access Assessment Tool to assess accessibility in key shelter areas. This tool provides a focused, systematic survey of the federal and state requirements for physical accessibility. The DCR staff conduct the assessment for potential shelter sites. The DCR staff is composed of trained and experienced individuals who regularly assess and render opinions as to the disability-related accessibility of County owned, leased, or operated buildings and sites. The DCR staff has extensive

experience applying and reviewing the ADA and California's accessibility codes. The primary areas that DCR reviews for shelters are: parking lots; pathways to building entrances; entrances/exits; main dormitory space; and bathrooms. The assessment process includes

- Element-by-element measurements

- Measurement of surfaces and element slopes

- Calculation of door and mechanism force and pressure; and

- Photographs to support the findings and conclusions.

iii) The accessibility reports include the following information:

- Identification of structural and nonstructural barriers that limit accessibility;

- Proposed remediation to address the identified barriers; and

- Recommendations for temporary means to address the identified barriers in a shelter environment.

iv) The County has a priority rating system specifically for shelter accessibility. This allows for a priority management approach to remove disability related structural and non-structural barriers at potential shelter sites. (See Appendix G: Accessibility Priority Ratings.

v) After reviewing County sites, Red Cross produced a rating for each site (based on their shelter criteria) and DCR also produced a rating for each site. This provides the County the ability to quickly identify strong or weak shelter sites with high to low accessibility levels.

vi) DPSS in collaboration with DCR updates County facility files and keeps information in an Excel database kept on box.net the County's cloud-file service.

c. Privately managed shelters

Entities such as cities, local or faith based organizations, or others that may open their own emergency shelters are

strongly encouraged to make plans about sheltering prior to an event taking place. OEM and other preparedness organizations make efforts on an ongoing basis to provide community organizations and businesses with information on preparing for a disaster and on emergency sheltering. The following recommendations are made to any other entities that may plan to open an emergency shelter in the future:

i)   Work with the American Red Cross to survey shelter sites to determine suitability of the site and identify different shelter areas.

ii)   Entities planning to open an emergency shelter should seek guidance on the structure and accessibility of their planned shelter spaces. Both OEM and the American Red Cross strongly recommend that any entities planning to open an emergency shelter should work with their local ADA Coordinator, or disability organization with architecture accessibility knowledge, and utilize the Department of Justice Toolkit (available online at: http://www.ada.gov/pcatoolkit/toolkitmain.htm). This toolkit provides information on assessing buildings for ADA Accessibility requirements that local entities can use to assess the accessibility of the facilities that they plan to use for emergency sheltering. Note: that these standards are based on outdated codes and standards and so new federal and state accessibility codes should also be incorporated into the process when assessing sites.

iii)   Non-governmental and non-Red Cross entities planning on sheltering are strongly encouraged to pursue program solutions to accessibility issues that may come to light through the assessment of the facility. These program solutions, as defined by The Americans with Disabilities Act, Title II Technical Assistance Manual-Covering State and Local Government Programs and Services: "II-5.2000 Methods for providing program accessibility. Public entities may achieve program accessibility by a number of methods. In many situations, providing access to facilities through structural methods, such as alteration of existing facilities and acquisition or construction of additional facilities, may be the most efficient method of providing program accessibility. The public entity may, however, pursue alternatives to structural changes in order to achieve program

accessibility. Nonstructural methods include acquisition or redesign of equipment, assignment of aides to beneficiaries...."

B.   Shelter Pre-Opening Operations

    1.   Sheltering Operation Activation

        a.   DPSS will contact the appropriate agencies and organizations to alert them of a potential sheltering operation and gather input (see section 3 for list or primary and support agencies).

        b.   The Red Cross will activate its mass care operation including the selecting and opening of sites, movement of staff and shelter equipment and supplies to shelter locations.

        c.   DPSS will coordinate with the CEOC/OAEOC and the Red Cross to assess sheltering needs, timeline for shelter openings, timeline for expanded operation, and selection of shelter sites.

        d.   DPSS will coordinate with the PIO on opening of shelter sites.

    2.   Shelter selection

        a.   The Red Cross and local jurisdictions will alert DPSS/Care and Shelter Branch of shelters that are activated. DPSS will also gather information from cities, and other departments to determine when shelters are opened. DPSS will track all shelters that are opened.

        b.   DPSS will coordinate with Red Cross to determine when to use County-owned facilities as shelters. DPSS will help coordinate the opening of these sites.

        c.   DPSS will coordinate with the CEOC Administration and Finance Branch to help facilitate contracts and/or work with the Red Cross to create MOUs/agreements to access new facilities (not pre-identified).

    3.   Building and Site Inspections

        a.   DPSS will request site assessment for damage and accessibility from the Los Angeles County Building Inspector to determine integrity of the building and potential to be used as shelter.

        b.   Request follow-up inspections during secondary or ongoing disaster events (e.g., aftershocks in an earthquake).

        c.   Implement any corrective actions required by inspections and/or accessibility surveys.

d. If the site is nontraditional (e.g., open space at parks), work with DPR to assess and implement a site plan with additional requirements as needed. In addition, work with DPH to assess and address any health issues that may arise from use as a non-traditional site.

e. For cities and non-governmental organizations that are planning to open an emergency shelter in any area that may have been impacted by the event (such as an earthquake) they should have their planned shelter facility inspected before opening the shelter there. It is anticipated that certified building inspectors for the county and cities may be in short supply if damage assessments are needed for a large number of buildings.

    i) CalOES has anticipated this need and they offer training and certification to a variety of professionals and volunteers who are qualified to inspect structures following an emergency such as an earthquake.).

    ii) "The Safety Assessment Program (SAP) utilizes qualified volunteers and mutual aid resources to provide professional engineers and architects and certified building inspectors to assist local governments in safety evaluation of their built environment in the aftermath of a disaster. The program is managed by Cal OES, with cooperation from professional organizations.

    iii) Information pertaining to SAP and listings for current trainings can be found online at: http://www.caloes.ca.gov/cal-oes-divisions/recovery/disaster-mitigation-technical-support/technical-assistance/safety-assessment-program.

4. Accessibility Review of Sites

a. For County-owned buildings that are or may potentially be activated as shelters, DPSS, in coordination with DCR, will provide accessibility information to the Red Cross. This will include lists of specific modifications that shelter staff should implement prior to opening, when possible, or quickly thereafter.

b. For County-owned buildings that have not been surveyed for accessibility, DPSS will coordinate with DCR to send accessibility review specialists to assess the facility.

  c. The County, working closely with Red Cross and the managing County department, will address accessibility barriers and implement program solutions.

  d. City owned and privately run shelters are also expected to conduct accessibility reviews of shelters that are opened to the public and to implement program solutions as described above.

 5. Site Safety and Security Plan

  a. Coordinate with appropriate CEOC/OAEOC branches or agencies (e.g., Construction/Engineering, Fire, Medical/Health) to activate safety plans (e.g., building inspections) for all sheltering sites.

  b. See the Safety and Security at Mass Care Sites section for additional details.

 6. Establish Communications

  a. The Care and Shelter Branch will work closely with the Logistics Branch to establish and enhance communication capabilities at shelters.

  b. Request support from amateur radio if appropriate.

C. Shelter Resource Management

This section describes the process for material resource management (see the Logistics and Resource Management section 7 for additional details). For staffing resources, refer to the Staffing above.

 1. Resource management is handled differently based on the type of shelter management. Below outlines how resource management flows for three scenarios.

  a. Unincorporated Area with Red Cross Shelter Management

   The process in Figure 3 depicts resource requests flow for shelters managed by Red Cross. The shelter request goes directly from shelters to the Red Cross EOC; if Red Cross cannot fulfill it then the request goes to the County EOC via the Red Cross Liaison. The County through fulfills the request and coordinates delivery with Red Cross.

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                    ┌─────────────┐
                    │  RESOURCE   │
                    │  REQUEST    │
                    └─────────────┘
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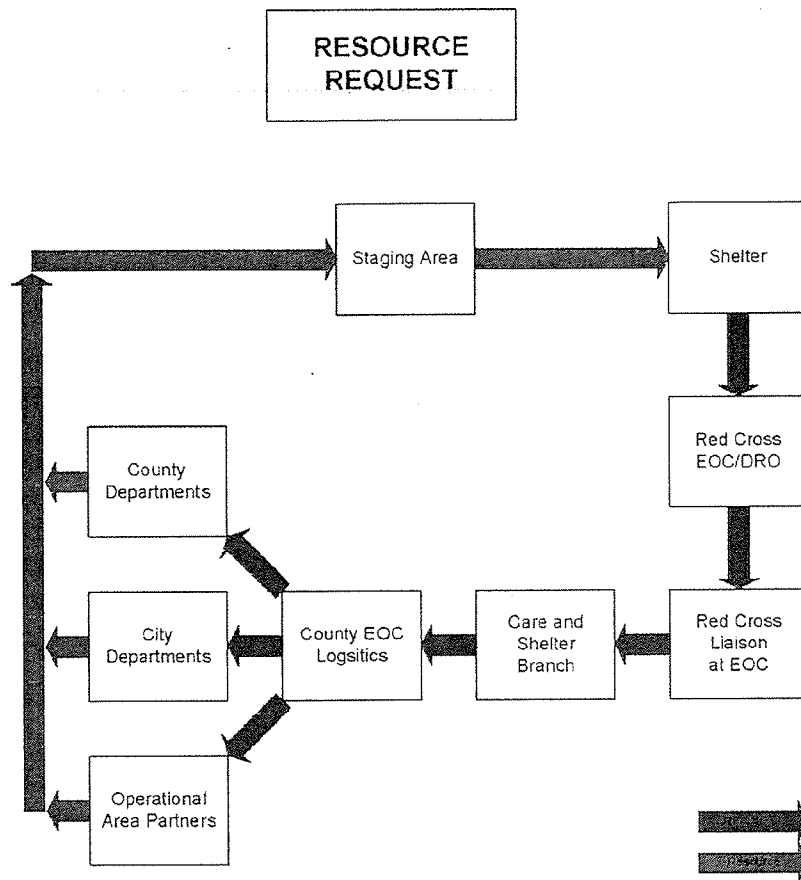

Figure 3: Resource Management Flow for Unincorporated Areas with shelters managed by Red Cross.

b.   Unincorporated Area with other shelter management entity

When a non- Red Cross entity is managing the shelter, requests go from the shelter to the organizational headquarters and then to the County EOC Care and Shelter Branch where it is then fulfilled.

c.   Incorporated Area with Red Cross Shelter Management or other managing entity

When sheltering occurs in incorporated cities, the local jurisdiction would work directly with Red Cross to fulfill requests. If the local jurisdiction cannot fill the request, that request would then go to the County EOC Care and Shelter Branch.

2.   Resource Types. This section outlines current resources to support shelters in LA County. Appendix E includes lists of supplies that may be needed in a shelter.

a. Red Cross' basic 100-person Region Shelter Trailer:

- Trailers deployed to shelters when opened or upon request to support the first 100 people.

- List of supplies included in Appendix E.

- Red Cross maintains these trailers and stores them in key locations throughout the County.

b. Assistive Technology/Devices and DME Trailers (LA City purchased for use at City shelters)

- Red Cross maintains trailers with Assistive Devices such as DMEs. These trailers have items like manual mobility devices if someone arrives at a shelter without their normal one-(we don't have power chairs and other custom-fitted devices but we do have basic manual wheelchairs, walkers, toilet seat risers, shower chairs, vision-assist devices as well as consumable medical supplies of the over-the-counter nature.)

- A list of supplies in the trailers is provided in Appendix E.

- These were purchase by the LA City and are prioritized for areas within the City limits.

- The Shelter Administration Kits that come along with the those trailers have enough forms and sign kits, (primarily in English and Spanish at this time) to support the first 100 clients in the door at the shelter as well as a Multi-Language Communications Booklet and pictographic materials to assist the clients and the staff in communicating common phrases and information needs in 15 languages.

c. Assistive Technology/Devices and DME caches (LA County purchased for any shelters within the County)

- The County has 10 DME caches purchased for Red Cross use to support shelters in the County.

- A List of supplies included in the caches can be found in Appendix E.

d. Additionally, LA City Department of Recreation and Parks (RAP) also have caches of DMEs through the City.

e. The County developed a list of common items that would be needed to support people with disabilities and access and functional needs at shelters.

f. Accessible Trailers: The County is in the processof purchasing 10 accessible trailers with accessible toilet and

showers that can be deployed to shelters in need of accessible facilities. These will be strategically located in the County by 2016.

g. Existing County Contracts: The County has existing contracts with vendors who provide supplies listed in Appendix E.

3. Resource Tracking. The County utilizes OARRS to track resource requests that come to the EOC. However some cities and the Red Cross use different resource management systems.

D. Administration of Sheltering Operation

1. Sheltering Documentation, Record-Keeping, and Cost Administration

a. The Care and Shelter Branch will ensure that appropriate documentation, record-keeping, and records management is maintained for shelters when needed for reimbursement purposes.

b. The Red Cross will manage all records according to Red Cross procedures using standard Red Cross forms for: shelter coordination, regular daily reporting, and client case management.

c. Departments and non-governmental organizations that are supporting shelter operations will be aware of, implement, and maintain appropriate documentation and record-keeping for submission and will monitor record-keeping and records management for shelters.

d. Cities and LACOA should refer to departmental, emergency management, California Assistance Act, and FEMA guidance for tracking and administration of costs and required paperwork for reimbursement opportunities associated with opening and managing shelters.

- Jurisdictions, agencies, and departments that seek to be reimbursed for costs associated with sheltering disaster evacuees must be authorized and approved by the local emergency management agency and must follow all Federal Public Assistance requirements. Therefore rigorous documentation of all expenditures and costs must be maintained throughout the emergency (pre-event, during the event, and post event/recovery).

2. The Care and Shelter Branch coordinates status updates with the Red Cross EOC/DRO or with sheltering organization management for independent or government-run shelters.

a.   On a daily basis, the Care and Shelter Branch requires information on:

- Names/locations of shelters open;
- Numbers of residents registered;
- The number of people who stay overnight at shelter;
- The number of staff supporting the shelter; and
- The number of people being fed at the shelter

b.   The Care and Shelter Branch at the CEOC will also need information about the specific needs of shelter residents including, but not limited to:

- Languages spoken
- The need for or use of ADA Cots or other specialized equipment
- The number of people who self-identified as having a disability(ies) or access and functional needs
- The presence of unaccompanied minors
- Identified pre-disaster homeless persons in the shelter
- Children in the shelter
- Infants in the shelter
- Documentation of the unmet needs of individuals with disabilities/AFN, or unmet needs of any other individuals in the shelter.

c.   The Care and Shelter Branch at the CEOC will communicate information to Red Cross and other EOC Liaisons, who then communicate this information to their agency/organization leadership.

E.   Registration and Evacuation Tracking

During shelter registration, staff will ensure that all shelter occupants have been properly registered upon their arrival into the shelter to effectively maintain shelter population counts and awareness of the population. Activities undertaken by shelter staff to meet these goals will include:

1.   Register all persons initially entering and permanently leaving a shelter.

2.   All appropriate information will be captured according to shelter management standard operating procedures (SOPs).

3.   All Red Cross and government-affiliated shelters will use the Red Cross shelter registration form and the U.S. Department of Health

and Human Services (HHS) Initial Intake form, which screens for health needs and other access and functional needs (see Appendix C: Shelter Registration and Intake Forms).

4. Red Cross volunteers or other volunteers who are acting in the registration role must be cognizant of the needs of persons entering the shelter. To ensure the confidential nature of persons with disabilities and/or access and functional needs, persons performing the registration function cannot ask an individual if they have a disability. However, they can ask if the person requires any supplies or assistance while they are staying in the shelter. It is always the person's right to self-identify.

5. Coordinate with Reception and Evacuation Centers

   a. If evacuees have previously been registered and tracked, the Care and Shelter Branch will request that information from the reception or evacuation center and coordinate that information with the shelter.

   b. Movement of evacuees to reception centers for processing prior to transfer to shelters may be implemented as a result of situational urgency or for effective control of shelter space allocation. Reception centers may especially be important in mass evacuation scenarios, where a large population will be evacuated and sheltered outside of the LACOA.

   c. If evacuees have not previously been entered into a tracking system, they should be registered at the shelter and their data entered into the tracking process as directed by DPSS.

6. People who self-identify as having need for supplies, equipment, or services due to a disability or other access and functional need will work directly with staff members to assist.

   a. If a FAST member is on site, they may be referred to this individual; if not, the shelter manager should designate someone who is familiar working with these diverse populations.

   b. All requests will be handled at the shelter level; if that request cannot be met it will be forwarded to the Red Cross EOC, local EOC, and/or County EOC depending on oversight of the shelter.

   c. Appropriate support will be provided to unaccompanied minors and dependent adults. Requests will be made for resources if necessary. See the Functional Support Services for People with Disabilities and Others with Access and Functional Needs section for more information.

    d.   If a military veteran or active duty military individual has specialized needs, LA County Military and Veteran's Affairs will be contacted to assist them.

7.   Persons identified as needing medical assessment or care that cannot be provided by Red Cross staff will be referred to the appropriate medical and health resource or resources that will make contact with them at the shelter.

    a.   Shelter staff will relay any requests for transportation for medical or health care assistance to the Red Cross EOC or the Care and Shelter branch for assistance in obtaining transportation as needed.

    b.   If a shelter resident at a Red Cross shelter identifies at registration or during their stay at the shelter that they have a pre-existing medical or mental health issue, health services will meet with them privately and discuss their health issue and seek resources or assistance as needed to meet any unmet needs that have been identified.

    c.   At City operated or non-Red Cross shelters, when persons identify health needs that shelter or local staff are unable to address, shelter staff will be in touch with the lead City agency or DPSS. The identified need will be referred and addressed at the City EOC and/or the CEOC with a request for assistance or referral.

8.   Staff will be needed to support the segment of the evacuee population who are subject to judicial and/or legislative orders restricting their freedom of movement geographically or in proximity to specific individuals (e.g., inmates, sex offenders, people under court orders, people on probation) if they are sheltered in a separate facility from the general population. Support from law enforcement will also be coordinated.

    a.   If a member of this population self-reports at registration, staff will advise the shelter manager. The Red Cross staff or manager may ask if the shelter resident needs to notify a law enforcement agency of their location. If the answer in the affirmative, then they will be taken to a private area and law enforcement will be contacted to connect with them. It will be law enforcement's decision as to whether to individual can remain in the shelter or not.

    b.   If a member of this population is identified by law enforcement or a shelter resident, the Red Cross will check the provided name against their shelter registration records. If the name is found, the shelter manager will notify on-site

security or law enforcement and the CEOC/OAEOC Care and Shelter Branch to request further information.

c. Should it come to the attention of the CEOC Care and Shelter Branch that such an individual may be present in the shelter, the Care and Shelter Branch will advise Red Cross EOC/DRO of any person in the affected area that is on the state sex offender registry.

F. Coordination for Transportation Support at Shelters

1. The Logistics Branch is responsible for coordinating transportation support at shelters.

2. Medical transportation

   a. Coordinate urgent medical transportation needs with medical personnel and transport stationed onsite or via 9-1-1. Request onsite EMS and medical vehicle support from the CEOC/LAEOC if available.

   b. The Care and Shelter Branch will coordinate with the Logistics Section for non-urgent medical transportation needs including accessible transportation options (e.g., to medical appointments or treatment centers).

3. Messaging and information to shelter residents or persons in the affected area requiring transportation will be provided daily and updated and posted by the PIO. These postings will be available in accessible formats and communicated through interpreters to deaf or monolingual non-English speaking shelter residents.

4. Accessible transportation capable of transporting persons with disabilities will be requested as needed. Local transportation, including paratransit, as available, may be used for daily activities

5. Government-provided transportation

   a. The Care and Shelter Branch will request accessible transportation resources from Logistics to support sheltered populations in daily tasks (e.g., medical appointments, shopping, appointments at DRCs, children to schools, Family Assistance Center [FAC]).

   b. Shelter management will coordinate with onsite security for traffic management requirements for either dedicated onsite resources or rotating resources.

   c. Shelter management will be referred to, and will coordinate with NGOs for transportation support services as available.

6. Public transportation

a. Provide information to evacuees regarding public transportation modes (e.g., bus, subway, taxi, paratransit, and accessibility of transportation options) that are near shelters, contact information (if applicable), and times of operation.

b. The Care and Shelter Branch submits requests to the Transportation Branch to modify existing public transportation routes or create new routes to accommodate evacuees.

G. Functional Support Services for People with Disabilities and Others with Access and Functional Needs. For medical and/or mental health needs see Public Health and Mental Health section below.

1. Red Cross will coordinate with cities and the County, as well as other non-governmental organizations to support functional needs in shelters. For a listing of relevant Non-Governmental Organizations see Section #2-Organization and Assessment of responsibilities-Non-Governmental Organizations. Identify an individual or team that is specifically responsible for managing meeting functional needs in shelters.

   a. FAST members are trained to support people with functional needs in shelters. Members conduct functional assessments of people as they arrive at the shelter, assist in determining resources and/or actions to make accommodations in shelters.

   b. Identify other shelter staff who have experience working with people with disabilities and others with access and functional needs.

2. Identifying Needs. Functional Support needs may be identified during intake, and also during the individual's stay in the shelter. Upon notification of a need, a FAST member, or other designee, will work with the individual to better understand specific needs, accommodations, and resources that may be needed to support the individual.

3. Reasonable accommodations. At all shelters, shelter managers should make reasonable accommodations by modifying or adjusting policies, practices, or procedures so that individuals can equally participate in shelter services. Shelter managers can coordinate with the ARC EOC, city EOC, and/or County EOC to request support for meeting accommodation requests.

4. Assistive devices, technology, durable medical equipment (DME), and consumable medical supplies (CMS)

   a. Provide resources, if available, including assistive devices and durable medical equipment (e.g., wheelchairs, mobility

devices, oxygen); consumable medical supplies, and support (e.g., power to recharge batteries).

5. Communications. Provide assistive communications devices (e.g., TTY, computer screen readers), translation, and/or interpretation support for shelters as equipment and interpreters are available.

6. Support Unaccompanied Minors

During or following a disaster, some minors may become separated from their families or guardians. Reunification of these minors is a priority. Procedures to care for and reunite these minors with their guardians or families will include the following:

a. Staff will obtain as much information as possible about the minor and his or her parents or guardian (e.g., name, phone number, and last known whereabouts).

b. Unaccompanied minors will be tracked in official shelters for the purpose of family reunification. Independent shelters are encouraged to track unaccompanied minors as well.

c. At Red Cross shelters, Red Cross procedures for unaccompanied minors will be followed until the minor is turned over to the proper authority.

d. The minor will be referred to DCFS or law enforcement as appropriate. If the minor needs medical treatment, the minor will be transferred to the appropriate medical authority.

e. A secure and supervised location will be provided for unaccompanied minors until DCFS or law enforcement takes physical custody.

f. If a minor is expected to be reunited with their parent or guardian within a short period of time, they may be maintained at the shelter site with adequate supervision. If custody has not been transferred to a verified parent or guardian or DCFS within 12 hours, the shelter manager will contact DCFS directly or law enforcement through CEOC/OAEOC.

g. Processes for reuniting minors with their parents or guardians will comply with law enforcement, and will use Red Cross and Save the Children's guidance. Save the Children's guidance may be found in Appendix F: Child Safety Guidance.

h. Per Red Cross disaster procedures and existing agreements, childcare support groups, nonprofit organizations, and faith-based groups will be requested to provide care and assistance until parents, guardians, or caregivers can be located or long-term arrangements can be

made. Resources from these groups will be vetted through regular processes.

i. Mental health care service providers or DMH may be requested to assist this population.

j. If minors arrive at the shelter in the care of an adult, they remain the responsibility of that adult (i.e. a teacher, counselor, or bus driver) until they can be reunited with their parents or legal guardians. They are not registered as shelter residents while they are in the care of another adult. If the situation should change and the adult will not be able to supervise and care for the child or children, then alternate procedures as outlined above will be followed.

k. In an emergency situation, the Care and Shelter Branch, or other EOC staff may contact DCFS on the shelter's behalf. This action may be taken when law enforcement or paramedics are occupied elsewhere.

7. Support Adults Requiring Care

During or following a disaster, some persons with disabilities and access and functional needs may become separated from their families or caregivers. Reunification of these individuals is a priority. Procedures to care for and reunite these individuals with their caregivers, conservators, or families will include the following:

a. Staff will obtain as much information as possible about the individual and his or her caregiver, conservator, or family (e.g., name, phone number, or last known whereabouts).

b. Adults with disabilities and/or access and functional needs will be tracked in shelters for the purpose of reunification with family or caregivers.

c. Individual who are disabled or have access and/or access and functional needs issues will be referred to the Community and Senior Services (CSS) Adult Protective Services Section or law enforcement as appropriate by shelter staff or the CEOC.

d. A secure and supervised location will be provided for adults in need of assistance who are disabled and/or have access and functional needs deficits until CSS or law enforcement can assist or takes physical custody of them.

e. If an anticipated transfer of custody has not taken place within 12 hours, the shelter manager will contact CSS directly or law enforcement through CEOC/OAEOC.

f. When these resources are available, adult care support groups, nonprofit organizations, and faith-based groups will

be requested to provide care assistance with these individuals until caregivers, conservators, or family members can be located or long-term arrangements can be made. Resources from these groups will be vetted through regular processes.

g. Mental health care service providers may be requested to assist this population.

h. For the safety of the shelter resident, the Red Cross may deny a request by another adult to remove the person in question until law enforcement or CSS-APS can evaluate the situation.

8. Personal Assistance Services

a. Due to disabilities, injuries, or functional needs some shelter residents, although not in need of acute medical care or evaluation may need assistance with certain functions such as feeding, toileting, or bathing. If they do not already have a caregiver who can assist with these functions, a request may be made by shelter staff or other organizations having contact with the person in question for personal assistance for the shelter resident in question.

b. The Care and Shelter Branch, in collaboration with other governmental and non-governmental organizations will seek to locate and deploy personal assistance for this resident.

c. Advise staff that provides personal assistance services of appropriate tasks under their authority including assistance with personal hygiene, feeding, mobility, communication, and supervision.

d. Shelter staff and personal assistance service providers who will be supervising minors must be credentialed, background-checked, trained, and appropriately certified for the level of care for which they are providing support (e.g., mobility assistance, medical assistance, childcare) and approved through an agency or organization that accepts responsibility and liability for such services.

e. Personal assistance services onsite will maintain ongoing communication and situational awareness with the shelter management and their organization, as well as with security, health, and mental healthcare personnel as needed.

f. If the President declares a state of emergency or disaster and local personal assistance services have been exceeded, the Operational Area can submit a request for FEMA's Personal Assistance Services (PAS). .

9. Staff Shelters and Response Personnel Family Shelters

   a. If facilities are available, a separate building or base camp site will be used by response personnel to provide some distance from facilities sheltering the evacuated population. Response personnel's immediate family members may be sheltered in these locations.

   b. Support at these shelters will be limited to supplies. Staffing and maintenance of these shelters will not be provided except by response personnel and their families.

   c. Base camps will be used as models for these shelters.

H. Spiritual Care Support Services

   1. Spiritual Care support services will be provided at shelters upon request and coordinated through the local or County EOC.

   2. Caregivers offering spiritual comfort must be verified by their affiliated religious organization. Shelter management will monitor and coordinate spiritual care providers who have access to residents at mass care sites.

   3. Police, Fire, Hospital, Military, and Prison Chaplains are not verified by a religious organization, but by organizations that verify and certify Chaplains. Sheriff, Police, and Fire Chaplains are verified by these organizations that they are affiliated with.

   4. Spiritual care providers will be advised to maintain nondenominational, non-proselytizing support and care activities.

   5. Faith-based organizations providing spiritual care may include: the Salvation Army, Catholic Charities, Lutheran Social Services (through the Lutheran judicatories), Southern Baptist Disaster Relief, and the Tzu Chi Foundation, as well as local faith based institutions.

I. Coordination with DPSS Programs

   1. Shelter residents who need assistance with continuing their public assistance programming will be referred to available resources. If the emergency event has disrupted the usual agency contacts for these services, shelter staff may request assistance through the Care and Shelter Branch that can reach out to public assistance organizations. If a Local Assistance Center (LAC) is open, shelter residents may be referred to the center for assistance such as: CalFresh, D-CalFresh, and Medi-Cal).

J.   Coordination with Pet Sheltering (See also the LACOA Animal Emergency Response Annex)

1.   LACDACC will assist pet owners with the safe evacuation of their pets and will coordinate with appropriate NGOs and government agencies in accordance with the Pets Evacuation and Transportation Standards (PETS) Act of 2006. The Los Angeles County Department of Animal Care and Control (LACDACC) will coordinate with mass care providers to be responsible for the care of pets and animals brought to shelters by the affected population.

2.   According to ARC policies, pets and emotional support animals are not permitted in shelters. However, in some city shelters and private shelters, pets and/or emotional support animals may be permitted.

3.   The Los Angeles Education Code restricts pets on school campuses. This may make co-locating animal shelters with shelters for the pets' owners difficult for shelters housed in LA Schools. Los Angeles County Animal Care & Control has mobile trailers that may be used to circumvent prohibitions on establishing pet shelters in locations covered by the LA Education Code.

4.   Service animals are permitted in all shelters

a.   Determining animal admittance into a shelter will be the responsibility of the Red Cross or the organization operating the shelter.

b.   The Animal Health Care Unit leader at the CEOC/OAEOC Care and Shelter Branch will coordinate with shelter management to identify appropriate accommodations for owners and service animals, as well as supplies to support service animals.

c.   The Care and Shelter Branch will coordinate with the Transportation Branch to ensure transportation is available to accommodate service animals.

d.   Within the shelter area, it will be important to provide a location for the pet to relieve itself. Owners responsible for clean-up of pet waste.

e.   Law enforcement can be called if a service animal or pet is not being controlled by its handlers resulting in a safety hazard to other shelter residents.

f.   If it is determined that the animal must be removed and sheltered elsewhere, the animal's owner is allowed to remain at the shelter without the animal.

5.   The Animal Health Care Unit leader at the CEOC/OAEOC Care and Shelter Branch will coordinate with local animal control

agencies and representatives to support registration and transfer of pets to pet shelters.

  a.   Local animal control agencies, in coordination with the OA Animal Health Care Unit leader, coordinate transportation from shelters to operational animal facilities based on resources available for transport.

  b.   LACDACC will maintain data for the identification and location of evacuated pets; this may include the use of microchip implants.

  c.   LACDACC will coordinate with shelter operations to track and register pets whose owners are shelter residents in order to maintain visibility on pet ownership for reunification.

  d.   LACDACC will provide temporary pet sheltering adjacent to human-sheltering sites whenever possible.

  e.   If pet shelters are in close proximity to human shelters, LACDACC will make reasonable accommodations to arrange for owners, including people with disabilities and others with access and functional needs, to visit and care for their pets.

  f.   Medically fragile animals will be triaged prior to transport.

  g.   Pet shelter veterinarians and NGOs will provide emergency and disaster related veterinary medical care to impacted animal populations as resources are available. Pet shelter veterinarians will coordinate with DPH for support with animal sheltering and animal health issues as needed.

        i)   NGOs (e.g., California Vet and Medical Reserve Corps, California Animal Response Emergency System, Humane Society of the United States), in cooperation with LACDACC, will be activated to ensure the immediate needs of animals are addressed during a disaster.

  h.   LACDACC will keep the CEOC or the LACEOC apprised of sheltering activities and will provide public information and messaging about availability of pet sheltering.

6.   Registration of pets

  a.   LACDACC will assign staff to reception centers or shelter site registration areas to manage evacuees with pets or other animals as resources are available. LACDACC will coordinate providing a mobile animal shelter at mass care sites. Mobile animal shelter sites will offer the following services: transportation to local pet sheltering facilities, ongoing care for pets, prioritization service animals (allowed

in emergency shelters), and providing sanitation services for animals.

b. Owners will be notified of the pet policy and have their animal registered and taken to the pet shelter.

c. Pet registration will include the following:

   i) Registration and tracking in association with their owners.

   ii) Health assessment by animal care staff.

   iii) Animals will be micro-chipped where applicable.

   iv) If possible, pets will be photographed with their owners and provided with a tagging system to prove ownership.

7. Reunification with pets

   a. Pet owners will be informed where their pet is being sheltered.

   b. When a pet owner permanently leaves the shelter, they will go to the location where their pet is being housed and provide identification prior to reunification.

8. Coordinate with Local and National Partner Agencies

   a. LACDACC will coordinate with animal welfare organizations to ensure resources are available for the care of sheltered animals during a disaster.

   b. LACDACC will coordinate with voluntary agencies and contractors to assist with the needs of the animal population during a disaster.

K. Demobilization of Sheltering Operation

1. The Care and Shelter Branch coordinates status updates with the Red Cross DRO or with sheltering organization management for independent or government-run shelters.

2. Shelters will remain open until multiple shelters are consolidated; the shelter population is moved to a shelter closer to evacuated areas; or the shelter population returns home, moves out of the area, or moves to long-term housing arrangements.

3. The demobilization plan will be activated based on the following triggers:

   a. A significant decrease in the number of sheltered population.

   b. An incident-related "all clear" is declared for affected areas, thereby ending the need for sheltering.

c.   A lack of sheltering activity over several days.

4.   The Care and Shelter Branch advises CEOC/OAEOC management of closing and/or consolidation of individual shelters and demobilization of all sheltering operations. DPSS coordinates with Red Cross to set all shelter closing dates and times for Red Cross shelters and advises the CEOC/OAEOC. Shelters operated by other organizations will also be notified of this information by the Care and Shelter Branch.

5.   Shelter management coordinates with DPSS and the CEOC/OAEOC to direct all remaining shelter residents to alternative long-term shelters, social services facilities, or housing resources.

6.   The need for transportation resources for returning of remaining shelter residents to the affected area, or to alternate living arrangements is assessed and appropriate requests are made to the transportation section at the CEOC/OAEOC.

7.   Shelter management coordinates with the Care and Shelter Branch and Resources function to plan and create a timeline for the return of resources and supply surplus to the appropriate agency or organization.

Public Health, Medical, and Mental Health

This section addresses medical and mental health support needs in mass care and shelter operations. The Care and Shelter Branch will coordinate closely with the Medical Health Branch to provide services and resources at mass care and shelter sites.

A.   Overall Mass Care and Shelter Support

1.   Staffing Resources

a.   Medical resources, including personnel, will be provided by the agencies listed in this section. ARC trains volunteers to carry out Health Services functions. The Medical Health Branch will supplement staffing resources for mass care/shelter operations including:

i)   Nurses

ii)   Doctors

iii)   EMT/paramedics

iv)   Hospital Adopt-A-Shelter Program affiliated staff

v)   Los Angeles County Disaster Healthcare Volunteers (see: www.lacountydhv.org)

vi)   Hospice

b.   Community Health Services, a division of DPH, will function as the field response division to coordinate use of Public Health Nursing.

c.   DPH and DHS will provide management of the Disaster Healthcare Volunteers (DHV) program, from which medical personnel (e.g., MRC) will be recruited and deployed.

2.   Requests at mass care sites and shelters for medical supplies, equipment, and prescription drugs will be coordinated with Care and Shelter Branch, Health Medical Branch, and the Logistics Section in the CEOC/OAEOC.

3.   Provide Mental Health Support Services

a.   Activate Los Angeles County DMH and NGO mental health resources to support crisis intervention at shelters. This may include staff including:

   i)   Licensed social workers

   ii)   Psychiatrists

   iii) Psychologists

   iv)   Counselors

   v)   Medical Reserve Corps

b.   If a shelter resident requires greater mental health support than is available at a shelter, mental health professionals will consult and coordinate with DPSS and the county DMH to provide expanded assistance and/or recommend that the resident be transferred to a healthcare facility.

c.   Support the psychological and emotional well-being of the affected population, including children in shelters and schools.

d.   DMH will coordinate for continued support from community counseling resources.

e.   If county mental health resources are exceeded, DMH will submit a resource request to the CEOC/OAEOC.

4.   DHS will coordinate medical transportation support resources when needed at mass care sites or shelters.

5.   Disease Surveillance

a.   The Los Angeles County DPH will monitor and respond to communicable disease outbreaks following standard Public protocols.

      b.   Public Health Disease Control Specialists will ensure issues regarding the potential spread of disease and overall health safety of the public are mitigated.

6.   Safety and Sanitation

      a.   Ensure that sanitary conditions are maintained in the shelter or other mass care sites, especially in the kitchen area, restrooms, and healthcare areas.

      b.   Ensure the safety of the water supply and safe use of potable and non-potable water

      c.   Identify and monitor safety hazards.

      d.   DPH will assess, report status, and provide corrective actions of sanitation services for food handling and disposal of medical, human, and service animal waste from shelters and other mass care sites.

7.   Coordination with Other Medical and Social Services

      a.   Provide outreach to sheltered, at-risk IHSS consumers.

      b.   Provide referrals and community resources for persons requiring continued care after the mass care operation ends.

B.   Shelter Support

1.   Intake

If medical, health, or mental health needs are identified at intake, Reception and Registration staff will coordinate with shelter health services for further assessment. Health services staff will coordinate with the appropriate internal or external medical support. Evaluation of shelter registrants and residents is an ongoing process in Red Cross shelters. This ongoing evaluation may result in identification of additional needs as time progresses.

2.   Health Services.

      a.   Nurses that work in Red Cross managed shelters are expected to follow shelter health protocols.

      b.   Documentation of shelter residents' medical issues or history will be kept secured by the shelter manager or with Health Services at the shelter. The Shelter Manager and Health Services staff at the shelter are the only positions that can have access to the resident's medical information.

3.   Provide Medical and Health Support Services

      a.   A scalable process for levels of care will be provided. Upon activation, shelters will start with emergency first aid and

basic assessment, and may be expanded to health and medical services if and when resources and personnel are available.

b. Assess the health needs of shelter residents, including medical needs. Activate the health assessment system to assess and summarize the apparent condition of evacuees.

c. Based on assessment, evacuees will be referred to appropriate health and medical support required (e.g., personal assistance services, shelter health services staff, medical facility).

d. Trained mass care staff will administer emergency and basic first aid and life-saving treatment to address illness or injury of an evacuee in lieu of or before the arrival of professional medical care.

e. Provide infection control measures or isolation precautions.

f. Monitor and assist with the healthcare needs of workers in the shelter.

g. EMS or other medical professionals will be onsite or on-call for shelter staff in case of immediate emergency need.

h. Public health nurses, if available, will augment health services in shelters and can aid in the initial survey of potential shelter medical needs and health assessments.

i. People with acute medical needs will be directed or transferred to local hospitals, if those resources are functioning.

j. Coordinate with Red Cross health services to arrange for the replacement of prescription medications for shelter residents who lost medication as a result of the disaster.

k. LACOA Care and Shelter Branch will coordinate CEOC/OAEOC Logistics for support in health and medical resources such as oxygen tank refills, DME, and specialty cots or beds for people that require this support.

4. Expanded Health Care and Assessment

a. If and when resources are available, more extensive general health assessments will be done. This expanded assessment may include a physical or psychological exam and/or a more extensive interview by a health professional.

5. Expanded Medical Care

a. If and when resources are available, medical support will be expanded. Depending on need and resources available,

expanded support may include a medical unit in shelters if resources are available.

b. The Medical and Health branch at the CEOC/OAEOC, in coordination with the Care and Shelter branch at the CEOC/OAEOC, will support shelter sites to address the medical needs of the occupants, or arrangements will be made for to medical sites that assist.

6. Provide Mental Health Support Services

a. ARC has volunteers who are licensed mental health professionals specifically trained to carry out the mental health function.

b. Los Angeles County DMH and NGO mental health resources to support crisis intervention at shelters.

c. If a shelter resident requires greater mental health support than is available at a shelter, mental health professionals will consult and coordinate with DPSS and the county DMH to provide expanded assistance and/or recommend that the resident be transferred to a healthcare facility.

7. Medical Transport Requirements

a. The Care and Shelter Branch will coordinate with DHS will coordinate with medical transportation support resources positioned at shelters or on-call to support shelters during evacuee arrival and triage and during ongoing sheltering operation for transport or residents or staff to a medical center due to injury and illness.

8. Hospice Services. Upon request, DMH will support shelters requiring hospice services with qualified staff and support.

9. Fatality Management

a. Fatalities may occur while en route to or within a shelter environment. If this should occur, transportation staff or the Shelter Manager will contact law enforcement, the Care and Shelter Branch Coordinator, and the local medical examiner or coroner's office to manage the handling of remains and personal effects.

b. Fatalities of service animals in shelters will be referred to LACDACC.

c. If remains must be temporarily stored at the shelter, the remains will be stored in accordance with coroner requirements and recommendations.

d. Follow procedures in the ERP, which states that, "in a major disaster, the Coroner is responsible for activating the

Emergency Mortuary Response Plan, and will work with key agencies in establishing a Death Notification Center, Mass Fatality Collection Points and the dissemination of information according to protocols."

e. Implement the following procedures for handling of remains and personal effects in a shelter:

i) Health safety: Remains should be moved to a separate area of the shelter. If there is an environmental health issue, DPH should be contact immediately.

ii) Physical safety-If a death has occurred as a result of violence or suspicious circumstances, shelter security and law enforcement will immediately be contacted. All safety measures to protect other shelter residents and staff will immediately be activated. Priority will be placed on the living rather than the deceased if necessary.

iii) Privacy and respect-When possible, shelter staff should respect the wishes of the family members of the deceased. At a minimum, the body should be covered and handled with respect when it is moved and stored.

iv) Legal considerations-If a death has occurred in a shelter, an investigation may be required to positively identify the remains (even if they self-identified during shelter registration) and to determine the cause of death. In order to assist investigators, shelter staff will record any observations about the circumstances of the death and be sure to secure all of the deceased's personal items, including identification documents.

v) Reporting-Shelter staff will immediately report a death to the shelter manager. The shelter manager will immediately contact shelter security and enforcement, followed by DPSS.

vi) Mental Health-DMH will make mental health support resources available and accessible to all shelter staff and residents if there is a fatality at a shelter.

vii) Communications. Provide information to shelter residents, as appropriate, to inform them of the situation and to manage rumors.

Disaster Welfare Information

A. Processes and Accountability

1. Red Cross and/or the city will establish a DWI program. DPSS will coordinate reunification and DWI resources with the Red Cross, city, ENLA and/or through State or Federal agencies for large-scale events.

B. Reunification Methods and Services

1. Activate Red Cross Disaster Welfare and Reunification Systems (i.e., Safe and Well).

2. Arrange for communication capabilities (e.g., mobile phone banks, computers and Internet access, TTY) so affected population (including people with disabilities and others with access and functional needs) can make contact via telephone or the Internet.

3. Request through CEOC/OAEOC for support, if available, from volunteer pilot groups (e.g., Mercy Medical Airlift, Angel Flight) in support of reunification of affected populations by arranging air transportation in response to healthcare and other compelling human needs.

4. Using computer connectivity as available, The Red Cross Safe and Well website will be made available to shelter residents and other affected persons to notify family members and others of their status in the aftermath of the emergency event. The Red Cross will provide and encourage access to the Safe and Well website as early as possible to provide affected persons with a means of communicating with their significant others in a dependable manner that will not further clog already overloaded telephone lines and cell towers. The ability to reach of a major disaster to provide timely support to the affected communities.

5. Making available and encourage the creation, maintenance, and use of public information outlets to disseminate available assistance and reunification program information. These outlets whether print, electronic, or face to face report will be made available in various accessible formats and the identified core languages for Los Angeles County with American Sign Language interpretation or ASL Video Relay Communication services to accommodate people with disabilities and others with access and functional needs and/or limited English proficiency.

6. The Care and Shelter Branch will request information from other Branches, Units, or agencies (e.g., coroner's office, FAC, Search and Rescue, law enforcement) on an ongoing basis to support the

needs of evacuees and to keep shelter residents, staff, and others informed.

7. Sheltering staff and Care and Shelter Branch representatives will request assistance through CEOC/OAEOC for resources and support, if available, from the private sector parties and NGOs with systems that may help support reunification efforts.

8. Confidentiality requirements- Brief shelter staff in the ARC requirements, protocols, procedures, and the importance of confidentiality in managing personal information about shelter occupants or any recipient of mass care services.

9. Coordination of disaster welfare information sources (e.g., missing-persons records, coroner records, evacuee tracking systems) will be managed by the Care and Shelter Branch.

C. Welfare Information Services

1. Red Cross Safe and Well website

    The Red Cross Safe and Well website provides a tool with which to exchange welfare information with loved ones and friends in the immediate aftermath of a disaster. The Red Cross also actively seeks out and coordinates welfare inquiries as they are received.

2. National Emergency Child Locator Center

    The National Emergency Child Locator Center is operated by the National Center for Missing and Exploited Children. During a disaster declared by the President, this system is used to assist in the reunification of families and locating children.

3. National Resource Center for Child Welfare Data and Technology

    The National Resource Center for Child Welfare Data and Technology created a web application called Reconnect Families designed to aid child welfare organizations, both public and private in locating and reconnecting the families they serve.

4. National Emergency Family Registry and Locator System

    The National Emergency Family Registry and Locator System is a web-based system that assists families separated by a disaster reunite.

5. Family Assistance Centers (County or Locally run)

    FACs are used during mass casualty events as safe and secure locations for families of missing victims to wait for or receive information regarding their family member(s) (e.g., the victim is deceased, has been admitted to a hospital, or is still missing). They are also places at which families may provide information to authorities in order to assist in identifying victims, receive updates

regarding incident recovery, and receive emotional support, spiritual care, and health and social services as resources are available.[9]

Mass Feeding

See also LACOA Mass Feeding Plan (in draft).

A. Development of Feeding Agreements and Vendor Selection

The Care and Shelter Branch coordinates with agencies and partners (e.g., Red Cross) that support disaster feeding operations that have existing agreements with or can identify local restaurants, caterers, hotels, and food vendors suited to handling large-scale feeding operations.

1. In most cases, the vendor who is party to the agreement will manage it and provide services independently from the CEOC/OAEOC and according to its own procedures and feeding operation plans until and unless those agreements and relationships do not meet the needs of the operation or they seek reimbursement through the CEOC operation.

2. The Care and Shelter Branch coordinates with local, State, Tribal, and Federal agencies and partners to manage and deconflict duplication of partnerships.

3. The Care and Shelter Branch will identify local NGOs capable of supporting feeding operations.

4. The Care and Shelter Branch, in concert with the local Red Cross chapter will contact local large food retailers for retail for donation or purchase. In emergencies many such vendors have been known to reach out to Red Cross or public emergency services offering to provide food and/or supplies. The Care and Shelter Branch will prioritize resources with immediately available food supplies.

B. Vendor and Supplier Contracts and Agreements

1. The Care and Shelter Branch will, as needed:

    a. Activate existing vendor contracts for feeding resources and services.

    b. Create new contracts with appropriate vendors as needed.

2. NGO Partnership Development-the Care and Shelter Branch will, as needed:

    a. Prioritize contact with partners with history of supporting large-scale feeding operations.

    b. Create Memorandums of Understanding with food vendors.

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[9] For additional information, see the L.A. County Family Assistance Center Plan.

     c.   Activate existing feeding support MOUs with NGO partners (e.g., Red Cross, Salvation Army, Southern Baptist Disaster Relief) and the National Guard.

     d.   Develop new feeding support MOUs with partners who have mass feeding preparation capability (e.g., kitchen facility, staff).

     e.   Inspect potential partner facilities and capabilities, including a health inspection.

C.   Inventory Management and Planning

     1.   When needed, the Care and Shelter Branch will establish a Feeding Unit and work with the Information and Planning Section to update the CEOC/OAEOC Action Plan to reflect the needs, resources, and processes for engaging in the response.

          a.   A multi-agency feeding taskforce made up of DPSS, the Red Cross, the Salvation Army, and other NGOs may be created to support this effort.

          b.   This group will coordinate incoming feeding requests.

     2.   The Care and Shelter Branch will collect information to assess immediate and long term feeding needs.

     3.   Implement inventory control of consumable and non-consumable feeding resources.

     4.   Implement plan for inventory use and resupply.

     5.   Review the demographics of the population to determine quantities of stock and potential special dietary needs.

          a.   The Care and Shelter Branch in coordination with the Red Cross and/or other non-Red Cross sheltering organizations will estimate and plan for feeding in shelters based on the known demographics for the location. Information on demographics should be drawn from categories listed in the U.S. Census

          b.   The Care and Shelter Branch will coordinate with the CEOC/OAEOC Resources Branch to maintain inventory, request resources, and determine resupply delivery timelines.

     6.   The Red Cross and other emergency shelter operators will report daily the inventory used and tracking information needed to ensure accurate quantities of food are kept on hand and ordered for future use. This may include:

          a.   The number of people fed

          b.   The number of mobile sites

        c.   The number of fixed feeding sites

    7.   Early on in the response phase of the event, responders and organizers must begin to look ahead and consider demographic issues that will be relevant in the recovery phase.

D.   Resource Acquisition

    1.   Local Government Supplies

        Local governments in affected areas, and/or the CEOC or OAEOC if activated may request the use of school kitchens from the local Department of Educations, food supplies from the U.S. Department of Agriculture (USDA) and, for hot meals, the use of kitchen facilities and staff. These requests will be routed through the Department of Education to coordinate directly with school districts. USDA commodities may also be requested through the State EOC if not related to school kitchen uses.

    2.   Local NGO Resources

        a.   Food supplies may also be requested from local food banks using existing agreements or through creating new agreements.

        b.   Local jurisdictions, and/or the CEOC or OAEOC will coordinate with local NGOs for food supply and preparation support and/or facilities.

    3.   State and Federal Resource Coordination

        a.   The Care and Shelter Branch, in coordination with other CEOC or OAEOC branches may request support through the Care and Shelter Branch to the Logistics Section to State CA-EF Resources for mass care feeding resources.

        b.   The CEOC or OAEOC may coordinate with Federal ESF #6 for procurement of food through Federal contracts and agreements.

E.   Product Resource Supply for Meal Planning

    1.   Shelter staff will assess the affected population for people who could require specialty food planning and preparation (e.g., seniors, children and infants, ethnic groups, people with health-related concerns, persons with specific religious food restrictions, and people with disabilities and others with access and functional needs).

    2.   See Appendix D: Special Dietary Needs and Meal Types for additional information on special dietary needs and meal types.

F.   Feeding Operational Phases

1. Phases of feeding operation are as follows:

   a. Immediate: feeding begins with the event impact and continues until mobile or fixed feeding kitchens are established. This phase usually lasts up to 72 hours.

   b. Sustained: feeding begins when the mobile or fixed feeding kitchens are established and continues until local infrastructure is reestablished and can take over and sustain itself.

   c. Recovery: begins when the infrastructure is reestablished and can support itself. Knowing when local resources such as any grocery stores, food stamp programs, food banks or government supported programs such as D-SNAP and the DisasterCalFresh are available to the public is crucial to a successful recovery plan. This phase ends with the termination of sustained feeding operations and the beginning of long term recovery.

   d. Demobilization: begins once the decision has been made to discontinue all feeding operations, staff has been deactivated and assets are demobilized. Items need to be returned to appropriate storage facilities and remaining assets returned to appropriate agencies.

G. Food Commodity Tiers

   Commodities are grouped into the following categories. Sheltering cities and/or sheltering organizations such as the Red Cross will identify the most ideal commodities for distribution. Commodity types will be reviewed with regard to needs and challenges and decisions made to implement appropriate action.

   1. Tier 1: No equipment needed to open, serve, or prepare food. No heating needed. No refrigeration needed for storage (e.g. meal ready-to-eat [MRE], Heater Meal, granola, and dried fruits).

   2. Tier 2: Heating is ideal for the proper serving of food. Water may be required. Tools may be required to open or serve food. No refrigeration is needed (e.g., most canned soups, stews, and chili).

   3. Tier 3: Requires heating and/or water to prepare food, requires serving utensils, and does not require refrigeration (e.g., rice and pastas).

   4. Tier 4: Requires heating and/or water to prepare food, serving utensils, and refrigeration or freezing (e.g., meats, vegetables, and other perishables). Raw ingredients pose significant challenges to prepare food safely under mass care conditions. Use pre-cooked meats in this category, whenever possible.

H. Food Preparation and Delivery Outlets

The Care and Shelter Branch will support feeding partners in resourcing sites for feeding preparation sites (e.g., facilities with commercial kitchens, parking lots for mobile kitchens).

1. The care and shelter branch, along with organizations such as the Red Cross will coordinate with feeding partners for feeding plan modes of operation such as:

   a. Mobile Preparation and Delivery Vehicles

   b. Fixed-site kitchen: commercial kitchens (e.g., schools, faith-based organizations, entertainment venues)

   c. Mobile kitchen/field kitchen: deployed to event site (e.g., Southern Baptist Disaster Relief Kitchen, Red Cross mobile kitchen, private caterer

   d. Fixed feeding site: stationary site for serving (e.g., shelter, community center)

   e. Mobile feeding delivery: delivery of pre-packaged or prepared meals to an affected population (e.g., Red Cross Emergency Response Vehicle, Salvation Army Canteen)

2. Coordinate with law enforcement for traffic control at and around sites.

I. Feeding Operation Protocols

1. DPH Environmental Health inspectors will assess feeding operations to ensure safe and hygienic practices.

2. Provide hand washing stations and procedures for worker personal hygiene.

3. Provide equipment washing stations that meet health department standards (e.g., grey water disposal).

J. Service Animal Feeding Support

1. All service animals will be allowed to remain with their owner in shelters. In the event the owner arrives without or runs out of food for the animal, the organization operating the shelter will provide food for the animals; if needed, LACDACC will support the feeding efforts.

2. The shelter manager will request CEOC/OAEOC Logistics to provide sanitary food storage containers if food for service animals is stored onsite.

K. Public Information

1. The Care and Shelter Branch will coordinate with the PIO to provide information to the public regarding feeding operations.

Bulk Distribution

Bulk Distribution includes the distribution of emergency relief items to meet urgent needs through mobile delivery and/ or sites established within the affected area(s). This function works in coordination with CEOC/OAEOC Logistics and through partnerships with NGOs. In the event of an emergency, the county will implement a coordinated distribution plan for all bulk distribution, C-PODs, and related issues, and ensure accessibility by people with disabilities and others with access and functional needs.

A. Commodities

1. The types of commodities provided will vary based on the type of disaster needs, availability of products, and accessibility to distribution locations. Types of goods may include but are not limited to food products, water, personal hygiene or care items, and clean-up supplies.

2. The cities, County, and other partners will coordinate information to assess and make determinations about the types of commodities that are needed in impacted communities.

B. Distribution Methods (in coordination with the Resources Branch)

1. Mobile delivery

Vehicles will be used to drive into an affected area and provide commodities within an identified distribution area.

2. Direct delivery

The CEOC or OAEOC will coordinate with specific identified locations (e.g., shelters, fixed-feeding sites, C-PODs) for the delivery of specific items and quantities.

3. Commodity Points of Distribution (C-PODs)

The CEOC or OAEOC logistics branch will coordinate points of distribution and C-POD management for resource identification and distribution planning to organize coordinated bulk delivery with these centralized points from which the public can pick up the commodities.[10]

4. Public Information

The CEOC or OAEOC will coordinate with the PIO (and/or the Joint Information Center) to advise the public of delivery schedules, route locations, fixed sites, and commodities available.

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[10] Further guidance on the management of a POD can be found in the FEMA IS-26 Guide to Points of Distribution, http://training.fema.gov/EMIWeb/IS/is26.asp

5.   Community Outreach

The Adopt-a-POD program encourages food vendors, preparers, and other businesses and organizations to provide food in the aftermath of an emergency: schools, civic organizations, church groups, private industry, and individuals may serve the community by "adopting" and running a community C-POD site.

C.   Location Types

1.   Warehouses: bulk distribution supplies may be distributed from stockpiles in local warehouses in catastrophic incidents.

2.   Bulk distribution sites: temporary distribution sites accessible to major routes may be used as well, including big box parking lots, schools, or other public or private facilities.

D.   Location Selection

1.   Refer to OEM C-POD selection process and sites.

E.   Supply and Resupply

1.   C-POD sites will be identified by local jurisdictions. Resource needs and State and/or Federal support to C-PODs will be managed by Logistics in coordination with the Care and Shelter Branch.

F.   Demobilization

1.   Continually evaluate the local infrastructure (e.g., roadways, power, and water) for restoration to support the normal business operations and community reentry. Re-evaluate the bulk distribution operation for appropriate demobilization of operation based on community need and availability of resources.

2.   Ensure the following during demobilization of specific sites and the bulk distribution operation:

a.   The shelter manager, sheltering organization, and/or the Care and Shelter Branch at the CEOC or OAEOC will coordinate changes in response status with owners of resources (i.e., supplies and equipment) in inventory for disposition (e.g., redirect to another site, return to owner, or donate to another organization.)

b.   The CEOC or OAEOC in cooperation with sheltering jurisdictions and organizations will notify the public of the date and time that operations will close.

c.   Shelters, in coordination with the CEOC or OAEOC will release staff from assignments and direct all paperwork and receipts to the Admin and Finance section at the CEOC/OAEOC.

Safety and Security at Mass Care Sites

Mass care and shelter personnel in Los Angeles County must plan to operate shelter facilities in a manner that promotes the safety and security of each resident and service animal within shelters.

A. Coordination with Law Enforcement and Security Resources

1. For any shelter or other mass care site that is open, the law enforcement agency responsible for that area will advise shelter management on known security risks at the facility or in the surrounding community.

2. For large shelters and other mass care sites, a roving volunteer patrol may be implemented to provide observation of the shelter and surrounding grounds. These volunteers would be responsible for communicating any security concerns to the Site Manager who would contact law enforcement or the EOC if security needs should arise. In addition, the visibility of this patrol to staff and to those receiving services and/or in shelters, will provide an increased comfort level about the security of the facility.

B. Site Safety

1. The Shelter and other Mass Site Managers and staff will coordinate with Environmental Health officials for assessment of shelter facility/site sanitation.

2. The Shelter and other Mass Site managers and staff will coordinate follow-up safety inspections as needed in an event in which additional damage to facilities may occur (e.g., earthquake).

C. Site Security

1. The Los Angeles County Internal Services Department (ISD) will provide personnel for the Logistics functions and will help coordinate staffing resources to support field efforts as necessary and under the authority of the CEOC/OAEOC manager. Local law enforcement is available to provide security for facilities, such as parks and recreation. Private security companies may also provide security services if needed.

2. The Care and Shelter Branch will coordinate with local law enforcement to provide security personnel at shelters and other mass care sites appropriate to the size and scope of each facility/area.

3. In cooperation with local law enforcement, additional security and law enforcement personnel will be coordinated if local resources are at capacity and unable to provide sufficient resources.

D. Perimeter and Building Access Control

1. The Sheltering organization, Shelter Manager, and staff should identify if the security staff of the facility is available and qualified to serve under command structure and direction of Public Safety Branch. This is applicable to other mass care sites as well.

2. The Sheltering organization, Shelter Manager, and staff should identify perimeter security and access control needs for all aspects of the service site including parking, loading, unloading, ingress, and egress for shelter access. This is applicable to other mass care sites as well.

E. Traffic Management

1. The Care and Shelter Branch, working in coordination with the Logistics Section   CEOC Construction and Engineering can request assistance through Los Angeles County Department of Public Works (DPW) to work with incorporated cities on a traffic plan, but cannot design traffic plans unless it is in the unincorporated areas or contract cities for LA County DPW.

2. Transportation Traffic Management

    a. The Los Angeles County Sheriff's Department will disseminate information regarding traffic management to the affected public and manage the traffic control at and around mass care sites in the unincorporated areas and contract cities.

    b. The LAC Sheriff's department will address ingress and egress of vehicles, embarkation and debarkation, supply drop-off points, and other traffic management issues.

    c. The LAC Sherriff's Department will coordinate transportation asset tracking with traffic management operations in and around shelters and other mass care sites.

    d. The LAC Sherriff's Department will ensure safety and security of all vehicular and pedestrian traffic in and out of the shelter and other mass care sites.

    e. The LAC Sherriff's Department will keep vehicular and pedestrian traffic flowing to avoid bottlenecks.

    f. The LAC Sherriff's Department will coordinate the deployment and tracking of transportation assets with transportation management operations.

    g. Working with Red Cross or other sheltering/mass care jurisdictions or organizations the LAC Sherriff's Department will assess available parking when selecting shelter sites.

3. Traffic Management Safety

        a.   All traffic management personnel will be provided with high-visibility ANSI 207-compliant traffic vests and flashlights.

        b.   Directional Devices will be placed appropriately to alert and direct incoming and outgoing traffic.

        c.   Traffic management will accommodate the movement of goods and services into and out of shelters or other mass care sites to avoid traffic conflicts.

F.   Weapons Collection and Management

    1.   Law enforcement agencies will activate weapons security measures and Red Cross or other sheltering organizations will be vigilant to the possibility of weapons being carried or brought into the emergency shelter or other mass care site. Law enforcement will be notified of any identified risk pertaining to weapons.

    2.   Law enforcement will coordinate with CEOC/OAEOC Public Safety and Security Branch and/or local law enforcement to implement weapons collection and return SOPs.

    3.   Law enforcement will advise management of weapons collection protocols and procedures and will ensure all shelter staff understand protocols and procedures.

    4.   Law enforcement will advise all staff to contact security for any weapons collection.

Transition to Recovery

A.   Housing Unit

    1.   The Care and Shelter Branch, in conjunction with the Los Angeles County Housing Authority and CA-EF Long-Term Recovery, will lead the coordination of housing needs and the transition of displaced persons from emergency shelters to interim and permanent housing.

    2.   The Los Angeles Housing Department will work with the U.S. Department of Housing and Urban Development to facilitate rental assistance programs and referrals to rental housing.

    3.   Red Cross EOC/DRO will coordinate with the Care and Shelter and Transportation Branches for resources to transport residents to temporary housing.

    4.   The Long-Term Recovery Group will coordinate with NGOs (e.g., Catholic Charities) to provide temporary housing assistance for low-income families and counseling programs for children and older adults.

5. The Los Angeles Housing Department will coordinate with FEMA in support of Federal Housing Assistance programs including interim rental.

B. Return of Evacuees to Impact Areas

6. Typically, mass care activities during and following disasters last for short periods (i.e., several hours to several days). In the aftermath of more lengthy and devastating events, mass care operations may continue for a more extended period (i.e., several weeks to several months).

7. Once the affected areas are declared safe, transportation will be provided (including accessible transportation) to shelter populations without transportation of their own back to their homes. This may include round trip visits to assess damages or retrieve personal belongings as well as a return to permanent residency if habitable. NGOs may assist with this task.

8. LACACC will coordinate with the Care and Shelter Branch and the Shelter Manager to return pets that were transported out of an impact area to pet shelters when their owner was transported to their owners at the time the owners leave or are transported back to their homes or other post emergency housing.

C. Transition to Interim Housing

1. If deemed necessary, LACs will be established to facilitate the coordination of accessible recovery services and programs. LACs coordinate with donations and volunteer management, and continue to expand during transition to recovery. As recovery begins, the LAC will transition to full-service recovery centers if needed.

2. Long-term Recovery Committees (LTRCs) will be assembled in local areas to provide recovery information.

3. LTRCs may offer help in a variety of ways, including the following:

a. Supplying volunteers who can provide home clean up and/or repair support.

b. Replacing tools of workers whose career requires them.

c. Providing furniture, appliances, and other home items.

d. Collaboration with NGOs to establish long-term recovery and unmet needs committees.

4. FEMA VALs will coordinate with voluntary agencies to provide support to disaster victims in their transition from mass care to recovery.

D. Closing of Mass Care Operations

1. City and/or CEOC/OAEOC management will coordinate with the Care and Shelter Branch to determine when shelters will close.

2. Shelter operations will continue until all people in the evacuated population can return home or make other arrangements for housing.

3. Multiple shelters may be consolidated into fewer facilities or shelter residents may be moved to a shelter closer to the impact area and their homes.

4. When shelters or other facilities have been emptied and cleaned, facilities will be returned to their owners; and unused bulk distribution supplies and other resources will be returned to vendors, warehouses, or other operational sites.

E. Recovery Centers and Support

1. LACs will serve as a one-stop source of disaster recovery assistance information accessible to all. LAC personnel coordinate with city and/or county EOC PIOs to coordinate communications to the public relating to LAC activities.

2. The CEOC or OAEOC PIO will disseminate or arrange for information to be disseminated about recovery assistance to shelter residents at shelter daily public information briefings.

3. 211 Los Angeles County will act as an information support service available to the impacted population.[11]

F. Transition of evacuee assistance to long-term Social Services

1. The shelter population will be provided with information about disaster assistance programs and continued government and non-government assistance that may be available. The Red Cross case management service will also support this effort.

2. In the aftermath of an event that is declared a federal emergency or disaster through a presidential declaration, FEMA will establish DRCs, where disaster victims can obtain information about and apply for different forms of Federal disaster assistance. DRCs will coordinate with the State EOC to avoid duplication of efforts, and can combine with LACs if appropriate and effective for providing services.

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[11] For more information about 211 Los Angeles, go to www.211la.org.

3. NGOs may assist with case management and counseling on completing documentation that is required to apply for Federal disaster assistance and providing emotional support to disaster victims.

4. NGOs may provide advocacy on behalf of disaster victims, including people with disabilities and others with access and functional needs, to help them obtain needed resources and services including healthcare, pet care, emergency assistance (e.g., food, clothing, and shelter), financial assistance, child and senior care services, and cleanup and rebuilding services to assist disaster victims in their efforts to repair their homes.

5. Efforts will be made to connect shelter residents to local, county, State, and Federal Human Services programs (e.g., CalFresh; unemployment; Social Security; Women, Infants and Children [WIC]) for support as they transition out of shelters.

6. Persons in the affected population will be advised to consult FEMA's Individual Assistance program for possible assistance.

7. Affected persons will also be advised to connect with FEMA's Individual and Households program which may provide grants for the repair or replacement of homes damaged by disasters. FEMA will also coordinate interim rental and housing assistance.

8. Affected persons may be eligible for FEMA's Public Assistance for Permanent Work program that may provide grants to states, communities, and certain NGOs, including public housing agencies.

9. Affected persons will also be advised of the activation of the FEMA Disaster Casework Program when implemented. FEMA will contract with NGOs to carry out comprehensive disaster case work services.

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SECTION 5: COMMUNICATIONS

The communication needs of mass care and sheltering include internal communication among staff and partners and with the mass care and response operation, internal communications at mass care and shelter sites, as well as external communication in the form of public information to the sheltered population and to the public. In addition, this function involves the equipment and information required to implement and maintain this communication with both these external and internal audiences.

Mass care operation sites must maintain close communication with the CEOC/OAEOC and DPSS to provide an accurate accounting of its population and receive support when needed, as well as to maintain contact with logistic components to receive and maintain sufficient supplies and resources.

Assumptions regarding communications include:

1. Public information with clear and concise messaging will be necessary to direct the evacuating population to shelters and to provide situational awareness within shelters. These messages may include information on accessible emergency shelters, alternate care centers, reception centers, or other relevant mass care and sheltering resources

2. When possible, telephone and internet access should be established and/or maintained at sheltering sites. This will facilitate interagency communication and LACOA communication. Sheltering data can then be relayed to the CEOC and other related partners (Red Cross, Public Health, etc.) as to shelter occupants, numbers, staffing, supplies needed, and situations where additional assistance may be needed.

3. All agencies involved in mass care will be involved in the collection, assessment, and sharing of public information; and all messages released to the public will be reviewed, coordinated, and disseminated by the Joint Information Center (JIC).

4. Media interest and attention will escalate during the response.

5. Messages will be constructed in a way to reach the broadest possible audience. This means necessary and appropriate language and translation services shall be employed and adaptive technologies and alternative formats will be used when resources are available.

6. Information in support of the emergency response will be obtained from a variety of vetted public and private sources including, but not limited to: DPSS, Local Sheriff Stations, SNAP, CA Regional Centers for the Developmentally Disabled, Local Cities, Community Emergency Response Teams (CERT) Programs, "Map your

Neighborhood", local First Responders, and Voluntary Organizations Active in Disasters (VOADs).

Internal Communication

A.   Communication between shelter/mass care sites and supporting agencies and EOCs.

   1.   For Red Cross shelters and shelters coordinated by the Red Cross, shelter management will advise the Red Cross DRO. The DRO will coordinate with the Care and Shelter Branch through the Red Cross liaison at the CEOC.

   2.   For county-managed shelters, shelter management will communicate information through the DPSS Shelter Operations Unit DOC.

   3.   The Red Cross will advise and report on the status of field activities to the CEOC/OAEOC through the agency representative at the Care and Shelter Branch or directly to DPSS when the CEOC is not activated. The Red Cross will provide daily situational reports of populations served, as well as other critical information (e.g., demographics) as requested and feasible.

   4.   The Care and Shelter Branch will communicate information to other sections for resolution (e.g., resource needs, transportation).

   5.   The Care and Shelter Branch will communicate information to the PIO for public dissemination.

   6.   All shelters and mass care sites will provide reports as established to inform ARC, the Care and Shelter Branch, and other support agencies. Reports will include key information and are outlined in the sections in ConOps such as, but not limited to: availability, location, services offered, duration and hours of operation, open/at capacity/closed, accessibility, status of resource requests.

   7.   Shelters and Mass Care sites will require information regarding activation/closure changes; policy changes; transition and long-term housing availability; and status of resource requests, among other key information.

C.   Internal Communications at shelters and other mass care sites

   1.   The Red Cross or other managing entity will be responsible for providing timely information at shelters and other mass care sites.

   2.   At the time of registration or upon entry at a mass care site, staff should make efforts to identify communication needs.

   3.   Red Cross has protocols regarding communications at shelters.

4. Communication and status updates for shelter residents will be critical to facilitating functional relationship in order to lessen the emotional stress on shelter residents, to communicate the dissemination of evacuation or lifting of evacuation orders, and updates on the status of their homes, property, pets, neighbors, and family members. Routine briefings by applicable PIOs or their designees should take place on a regular, scheduled basis.

5. Information at sites will be provided in multiple formats – including accessible formats. Information will be provided orally, printed, and when possible on captioned televisions.

6. All sites will engage interpreters – sign language and other languages – to provide information to those in shelters and other mass care sites.

7. The use of American Sign Language Interpreters and Internet based Electronic Relay/Translation Systems, and perhaps Videophone/Relay Service booths may be needed to offer channels of communication to shelter residents.

8. Communication tools may be used – such as standard pictograms designed to facilitate basic communications and written notes. It is important to note that not all people who are deaf or hard of hearing can communicate well through the written word, and that alternate means of communication may be more effective.

9. Requests for communication resources will be made up to the EOC level.

External Communication and Public Information

A. Los Angeles County Public Information Plan

1. The Los Angeles County Public Information Plan will provide the framework for how the county will disseminate information during a disaster.

2. PIOs will provide timely, accurate, and accessible information to the media and the public during and immediately following an emergency or disaster.

3. Post-incident programs and services that are available to the public following an emergency include the following:

4. 211 Information and Referral Services are used to increase the public's access to important emergency related information, including evacuation routes, shelter locations, road closures, and referrals to health and social services. The 211 program assists in improving access to government and nonprofit community services by people with disabilities and others with access and functional needs.

5. NGOs and other public service Agencies such as the Red Cross and the Salvation Army are equipped to provide information to the public and vendors concerning assistance for sheltering, food, clothing, pets, and housing reconstruction.

6. LAC Assistance: When LACs are deemed necessary and are opened, these serve as clearing houses for the dissemination of information about disaster assistance programs. LAC personnel will work with city and/or county EOC PIOs to coordinate communications to the public relating to LAC activities, as well as other recovery efforts.

7. Social media and other new technologies (e.g., Facebook, Twitter, news media) have become significant purveyors of information to the public. In addition to carrying comments and input from their many users, these types of media often provide important emergency, evacuation, and sheltering information from county agencies through their Facebook pages and tweets,

B. Coordination of public messaging and information with the JIC

1. Public messaging, including shelter briefings, will be cleared through the JIC at the CEOC/OAEOC to ensure message consistency and coordinated release of information.

2. The Care and Shelter Branch will request implementation of directional road signage indicating locations and activity information for shelters, feeding sites and routes, and bulk distribution sites and routes.

3. Messages will be constructed in a way to reach the broadest possible audience. This means all necessary and appropriate language and translation services shall be employed. Message formats will include adaptive technologies and will be accessible to alternative formats (screen readers, relay services, online video services, etc.)

C. Media relations and communication with shelter residents

1. Implement policies and procedures directing credentialed media access to shelter population, including the following:

   a. Protecting the privacy of individuals in a shelter environment is of the highest priority.

   b. Support shelter residents who wish to speak to the media by establishing designated areas where interviews may be carried out without disturbing others and without revealing the identities of other residents.

   c. Use Red Cross guidelines for designated staff when dealing with the media.

D. Communication Equipment

    a. Shelter staff equipment

        Shelter operations may request from mass care partners or the CEOC/OAEOC Logistics Branch equipment for communication among shelter staff within a building or on a mass care site (e.g., radios).

    b. When possible, telephone and internet access should be established and maintained at shelter and mass care sites. This will facilitate interagency communication and allow for information to be shared electronically via secure methods.

    c. Red Cross managed shelters are provided by the Red Cross DRO with, at minimum, a cell phone or a radio for coordination with the DRO. Coordination of these requests for communication will be managed by the DRO.

    d. Laptops and tablets, among other technology, should be provided at sites. Protocols should be established about use of these systems.

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SECTION 6: INFORMATION COLLECTION, ANALYSIS, AND DISSEMINATION

Information Collection and Analysis Requirements

The collection of information is critical to the success of a disaster response. Information must be collected, evaluated, disseminated, and used in the most efficient manner to enable response personnel to make important decisions concerning the crisis immediately.

A. Shelter Reporting

1. The Red Cross will coordinate with the Care and Shelter Branch of the CEOC/OAEOC Operations Section and in conjunction with DPSS to provide support, indicate the status of, and analyze all mass care sheltering operations following internal SOPs.

2. Non-Red Cross shelters will coordinate with a Red Cross or DPSS sheltering technical advisor and be asked to provide the following information:

   a. The location, number, and status of emergency shelters.

   b. The number of affected population in shelters.

   c. The number and status of unaccompanied minors and unaccompanied adults requiring care.

   d. The number and needs of children and infants.

   e. The number and needs of people with disabilities and others with access and functional needs.

   f. Number of people who self-identify as people with disabilities or others with access and functional needs.

   g. Any issues regarding persons subject to judicial and/or legislative orders restricting their freedom of movement geographically or in proximity to specific individuals (e.g., sex offenders or people under court orders).

   h. Any perceived or potential risk factors.

3. Shelter operations management will maintain contact with the CEOC/OAEOC to provide situational awareness on an as needed basis.

B. Feeding and Bulk Distribution Reporting

1. NGOs supporting feeding and bulk distribution operations, in conjunction with DPSS, will coordinate with the CEOC/OAEOC Care and Shelter Branch to provide support for, the status of, and analysis for all mass care feeding and bulk distribution operations.

C. Shelter Database Use

1. The Red Cross National Shelter System (NSS) will be activated. It contains shelter facility information and will be used to report and track shelter population and status information during disasters.

2. The Red Cross NSS and FEMA NSS have an interface specific for California jurisdictions. Direct access to this system is the preferred method for any jurisdiction including the LACOA.

3. Red Cross DRO staff will input all shelter information into the NSS, including identifying shelter locations, the managing agency, capacity, current population, and any other pertinent information of all shelters in operation in response to a disaster.

4. County-owned buildings pre-identified as shelters are included in the NSS. However, specific and detailed accessibility information is maintained in a separate database by DPSS and DCR. DPSS will share the most up-to-date accessibility information with ARC upon activation of one of these sites.

D. The CEOC/OAEOC Care and Shelter Branch will enter shelter information into the Operational Area Response and Recovery System (OARRS).

E. Geographic Information Systems (GIS) will be used for the following purposes: Information

1. To coordinate with the Intelligence and Planning Section for support.

2. To use Geospatial technology to support disaster relief in the following ways:

   a. For rapid identification of potential shelter/housing locations (e.g., schools, libraries, churches, public buildings).

   b. To identify locations suitable for staging areas, bulk distribution areas, shelters, and feeding sites (e.g., areas with the appropriate power, space, access).

   c. To identify power outages, closed roadways, and other damaged infrastructure.

F. Analysis and Use of Information

1. Information will be gathered and analyzed to allow key decision makers to determine the scope, magnitude, and complexity of an incident and make response decisions regarding mass care activities.

2. Information received and disseminated will be analyzed and verified for accuracy to prevent rumors from being circulated. Information that has been verified will be used to develop and update situational reports (SITREPs) from the planning section of the CEOC/OAEOC.

3. Shelters and other mass care sites will provide information daily either to the Red Cross DRO (for Red Cross shelters) or directly to the CEOC or OAEOC for shelters opened by cities or other organizations. Information provided by the Red Cross and other shelter entities will be provided to the CEOC/OAEOC liaison, who will disseminate it to the Care and Shelter Branch at the CEOC/OAEOC.

4. DPSS will have liaisons working with support agencies to consolidate all mass care operation reporting information and will communicate this information to the CEOC/OAEOC management. This information includes the following:

   a. Sheltering: Number of shelters open/closed, number of shelter residents in each shelter, known needs of the population including persons with disabilities and others with access and functional needs.

   b. Emergency first aid and medical incidents or needs.

   c. The number of meals prepared and distributed, the number of fixed and mobile feeding sites and routes, and the projected number of meals required.

   d. Bulk distribution: Number and locations of distribution sites and routes and quantities and types of product distributed.

5. The CEOC/OAEOC Operations Branch will include the information provided by the Care and Shelter Branch to generate a SITREP that describes the facts of the situation.

Information Dissemination Process

A. Operational Information Sources

   1. The LACOA JIC will accomplish the following:

      a. Provide a support mechanism to develop, coordinate, and deliver accessible messages to the media and the public.

      b. Provide support for the Incident Commander or Unified Command and the associated elements of the ICS.

   2. The County Sheriff's Department and/or OEM is the PIO lead agency and will accomplish the following:

      a. Maintain contact with the Care and Shelter Branch for updates to mass care information.

      b. Implement media release points and set the schedule for periodic briefings, as required.

    c.   Coordinate for onsite support at shelters, if needed, to provide status updates to the sheltered population.

    d.   Provide updated information to the media and the public regarding mass care operations, including locations and status of shelters, and rumor control.

B.   Sharing Procedures

    1.   Once the CEOC/OAEOC is activated, information will be gathered from various sources and recorded using OARRS.

    2.   The CEOC/OAEOC will keep county departments, cities, school districts, and special districts informed of emergency or disaster related information.

    3.   Red Cross shelters will have a media liaison when needed.

    4.   A PIO may provide information to shelter residents, briefing materials to government officials, and manage requests from the credentialed traditional and new technology media inquiring about shelters and mass care operations.

    5.   The Care and Shelter Branch will provide information to the County PIO at the CEOC/OAEOC for dissemination to the public.

Information Dissemination Methods

A.   Methods and modes for disseminating accessible information to the media and the public include:

    1.   The Care and Shelter Branch will advise the PIO of the start of, any necessary mass care services, whenever there are any changes to mass care services, and eventual of the cessation of mass care services. The PIO will coordinate dissemination of this information through multiple sources (e.g., ENLA, 211).

    2.   The CEOC/OAEOC PIO will coordinate with media partners and social media outlets to provide emergency, public safety, and recovery information, and disseminate alerts and warnings; evacuation and shelter information; mass care activity locations and information; and current information regarding the disaster, affected areas, and current support services available.

    3.   The CEOC/OAEOC PIO will coordinate with CEOC/OAEOC management and other decision makers regarding press conferences to advise the public of mass care information.

Notification of Cessation of Mass Care Operations

A.   The notification of cessation of mass care operations will include issuing accessible notices to the public, support agencies, media, vendors, and any other entities involved in disaster operations.

1.   The CEOC/OAEOC PIO will advise the media and the public of the cessation of mass care operations via standard outlets in use under the Dissemination Section.

2.   The remaining shelter population will be advised of the transition to recovery by shelter operations staff. Accessible communications for any persons with disabilities or any others with access and functional needs will be provided as needed to communicate this message as well as any other directions or instructions residents leaving the shelter may need to know.

SECTION 7: ADMINISTRATION, FINANCE, AND LOGISTICS

Refer to the LACOA ERP for overall operational administration, finance, and logistics requirements.

Administration and Finance

The following administration and finance information and procedures are specific to mass care.

A.   Agreements and Understandings

1.   Should county mass care resource capacity be exceeded, DPSS or the Care and Shelter Branch at the CEOC/OAEOC will request assistance from other local jurisdictions and agencies in accordance with existing or new MAAs and MOUs. Copies of existing agreements are on file at the CEOC/OAEOC.

2.   Schools and other public facilities will coordinate with the CEOC/OAEOC and/or Red Cross to allow use of school buildings, grounds, and equipment during an emergency. Other organizations may also open emergency shelters, and they will be encouraged to maintain contact with the CEOC/OAEOC as well for information on the event and safe sheltering standards and to request assistance as needed.

3.   The Red Cross has a number of agreements with facilities to establish mass care facility usage parameters. Other organizations that may offer emergency shelter may have similar agreements or may open a shelter at a facility belonging to their particular organization.

B.   Financial Responsibilities

1.   Emergency responder labor and other direct costs associated with supporting mass care operations will follow standard ERP financial protocols and procedures for reporting and record-keeping.

2.   The Mass Care and Shelter Branch and the Finance Section at the CEOC/OAEOC will coordinate with the Red Cross, cities, and other sheltering organizations to identify any anticipated costs outside of those identified in the Red Cross standard executed Shelter Agreement.

3.   Non-Red Cross NGOs supporting mass care operations will be advised to follow standard ERP cost reimbursement procedures.

4.   Local and State governments that are host areas will follow standard ERP and FEMA protocols and procedures for cost reimbursement of host locations.

1. Request location of donation site from the Logistics Branch at the CEOC/OAEOC. Advise mass care staff to redirect all donation attempts at mass care sites to pre-designated donation intake sites.

2. Distribution-Shelters and other mass care functions seeking donated goods to support their operation or population will request them through the Logistics Branch for delivery to the identified location.

3. Tracking-Any mass care function requesting donated goods from the Logistics Branch will monitor and track that inventory when it arrives and coordinate with the Logistics Branch as to its disposition or return. Tracking of resource management is essential. It will also be important to interface effectively with other entities as various entities such as Los Angeles City, Los Angeles County, and the American Red Cross all use different resource management systems.

C. Supply and Resupply Resources

1. Coordinate with the Resources section to identify resources available for mass care operations including local, State, Federal, private sector, and NGO resources.

2. Deconflict duplicate resource requests for the same resources from multiple sites, functions, and/or jurisdictions.

D. Vendors

1. Local jurisdictions will have pre-identified vendors within the Operational Area to support mass care efforts.

2. Vendor agreements and MOUs will be used to clearly address financial arrangements for reimbursement, liability and agreement activation procedures.

3. Vendors supporting response operations will be provided with timely status updates to ensure their resources are readily accessible.

4. Potential use of vendors will be deconflicted with other functions, agencies, and/or organizations prior to contracts or MOUs being created.

SECTION 8: ANNEX DEVELOPMENT AND MAINTENANCE

Refer to the LACOA ERP for annex development and maintenance requirements. This Annex is scheduled to be updated at least every three years.

SECTION 9: AUTHORITIES AND REFERENCES

Authorities

A. Federal

1. The Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288, as amended. http://www.fema.gov/about/stafact.shtm.

2. Homeland Security Presidential Directive 5 (HSPD-5). http://www.dhs.gov/xabout/laws/gc_1214592333605.shtm.

3. National Incident Management System, U.S. Department of Homeland Security, December 2008. http://www.fema.gov/pdf/emergency/nims/NIMS_core.pdf.

4. National Response Framework, U.S. Department of Homeland Security, January 2008. http://www.fema.gov/pdf/emergency/nrf/nrf-core.pdf.

5. Mass Evacuation Incident Annex to the National Response Framework, U.S. Department of Homeland Security, June 2008. http://www.fema.gov/pdf/emergency/nrf/nrf_massevacuationinciden tannex.pdf.

6. Pets Evacuation and Transportation Standards Act of 2006. http://www.animallaw.info/statutes/stusfd2006pl109_308.htm.

7. Americans with Disabilities Act of 1990, as amended. http://www.ada.gov/pubs/ada.htm:

   Title I – Employment

   Title II – State and Local Government:

   State and Local Government Programs, Services, and Activities

   Public Transportation

8. Rehabilitation Act of 1973, as amended:

   Section 504: Programs, Services, and Activities

   Section 508: Electronic and Information Technology (29 USC § 794d & 36 CFR Parts 1194)

9. Architectural Barriers Act of 1968.

10. Fair Housing Act of 1968, as amended.

11. Individuals with Disabilities Education Act of 1975, as amended.

B. State

1. California Constitution

2. California Emergency Services Act, 2006

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APPENDIX A: ACRONYMS AND ABBREVIATIONS

Acronym/ Abbreviation	Description
ADA	Americans with Disability Act
AD/AT	Assistive Device/Assistive Technology
ADL	Activities of Daily Living
AFN	Access and Functional Needs
ARC	American Red Cross
ASL	American Sign Language
CA-EF	California Emergency Function
CA OES	California Office of Emergency Services
CBO	Community-Based Organization
CC	Closed Captioning
CCR	California Code of Regulations
CEOC	County Emergency Operations Center
CERT	Community Emergency Response Team
CFR	Code of Federal Regulations
CMS	Consumable Medical Supplies
ConOps	Concept of Operations
C-POD	Commodity Point of Distribution
CPS	Child Protective Services
CSS	Community and Senior Services
D/AFN	People with disabilities and others with access and functional needs
DCFS	Department of Children and Family Services
DHS	Department of Health Services
DHV	Disaster Health Volunteers
DMAC	Disaster Area Management Coordinator

Acronym/ Abbreviation	Description
ISD	Internal Services Department
JIC	Joint Information Center
LAC	Local Assistance Center
LACDACC	Los Angeles County Department of Animal Care and Control
LACOA	Los Angeles County Operational Area
LTRC	Long-term Recovery Committee
MAA	Mutual Aid Agreement
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
MRC	Medical Reserve Corps
NGO	Nongovernmental Organization
NIMS	National Incident Management System
NRF	National Response Framework
NSS	National Shelter System
OARRS	Operational Area Response and Recovery System
OEM	Office of Emergency Management
PAS	Personal Assistance Services
PIO	Public Information Officer
POD	Point of Distribution
Red Cross	American Red Cross
SEMS	Standardized Emergency Management System
SNAP	Supplemental Nutrition Assistance Program
SOU	Statement of Understanding
USDA	U.S. Department of Agriculture
VAL	Voluntary Agency Liaison

APPENDIX B: DEFINITIONS

211 Los Angeles County: A nonprofit organization operating a toll-free number available 24 hours a day, 7 days a week, and staffed by operators who are trained to provide callers with information and referrals for social services.

People with Access and Functional Needs: People who may have needs before, during, and after an incident in functional areas, including but not limited to: maintaining independence, communication, transportation, supervision, and medical care.

Access Services: Access Services is the consolidated Transportation Services Agency (CTSA) for Los Angeles County and administers Access, the Los Angeles County ADA-mandated paratransit transportation program.

Acute Conditions: Illnesses and injuries with an abrupt onset of symptoms that may change or worsen rapidly, such as a bone fracture or heart attack.

Affected Population: Anyone who has been displaced, injured, or suffered some loss due to a disaster.

American Red Cross *Safe and Well* Program: A program that allows people to register themselves beforehand in the registry so they can report their status as "safe and well" following a disaster, if it applies. Or their location, condition or their 'next steps.' Those affected by a disaster can visit the Red Cross website. They can select from a standard list of messages and communicate information to their family members, letting them know of their well-being.

Annex: Annexes add specific information and direction to guidance. They clearly describe policies, processes, roles, and responsibilities that are important before, during, and after any emergency. While guidance provides relevant, broad, overarching information, annexes focus on specific responsibilities, tasks, and operational actions that pertain to the performance of a particular function. (Paraphrased from Comprehensive Preparedness Guide [CPG] 101. FEMA. March 2009.)

Appendix: Appendices provide relevant information not already addressed in the guidance. Typically, this includes lists of terms and definitions, forms used, or other necessary information. (Paraphrased from CPG 101. FEMA. March 2009.)

Arrival Point: Any facility or point of entry into a host State or jurisdiction that provides assistance to the affected population. This includes transfer points, reception processing sites, welcome centers, information points, shelters, and other congregate facilities.

Bulk Distribution: Emergency relief items (e.g., food items, water, ice, and cleaning supplies) to meet urgent needs are distributed through sites established within the affected area or via mobile distribution.

California Disaster Health Volunteer Program (DHV): California system to credential and track healthcare volunteers. (See also ESAR-VHP, MRC and Los Angeles County Disaster Healthcare Volunteers.)

food) to victims of a Presidentially-declared major disaster.[13] D-SNAP includes the Disaster Food Stamp Program.

Disaster Welfare Information: Facilitates notification and communication from inside and outside disaster-affected areas to helping individuals initiate contact with or seek missing family members and loved ones.

Durable Medical Equipment (DME): Defined in FEMA DAP 9525.4 as "equipment prescribed by a physician that is medically necessary for the treatment of an illness or injury, or to prevent a patient's further deterioration. This equipment is designed for repeated use and includes items such as oxygen equipment, wheelchairs, walkers, hospital beds, crutches, and other medical equipment."

Emergency First Aid: Consists of basic first aid and/or referral to appropriate medical personnel and facilities.

Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP): State-based emergency systems for the advance assessment and registration of volunteer health professionals to facilitate their activities during public health and other emergencies. (See also California Disaster Healthcare Volunteers, and Los Angeles County Disaster Healthcare Volunteers.)

Family Assistance Center (FAC): Established collection point for family members of victims of a mass fatality or mass casualty incident/event. The Family Assistance Center seeks to provide a private place for families to grieve; protect families from the media and curiosity seekers; and facilitate information exchange between key government agencies and families to keep families informed and obtain information to assist in victim identification. Services include emotional support, spiritual care, and health and social services.[14]

Family Information Center (FIC): A hospital based center where families with loved ones injured in the disaster can wait in private and where families seeking to determine if their family member has been taken to a hospital in the Los Angeles County area can be assisted in locating their family member. During a large disaster, the FAC Information Branch, Hospital Admissions Group coordinates communication between hospital FICs and the FAC. http://dhs.lacounty.gov/wps/portal/dhs/ems/disastermedicalservices/fic

Functional Assistance Services Team: Made up of people who have received the California State's FAST training and are trained to support persons with disabilities and others with access and functional needs in shelters.

Feeding: Provided to victims through a combination of fixed sites, mobile feeding units, and bulk distribution of food. Feeding operations are based on sound

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[13] General information regarding SNAP can be accessed at http://feedingamerica.org/our-network/public-policy/supplemental-nutrition-assistance-program.aspx.
[14] *Mass Fatality Management Guide for Healthcare Entities.* L.A. County EMS Agency. December 2012.

(See DHS policy Reference No. 1116 at:
· http://file.lacounty.gov/dhs/cms1_206079.pdf)

Household Pet(s) (Federal Definition): A domesticated animal, such as a dog, cat, bird, rabbit, rodent, or turtle, that is traditionally kept in the home for pleasure rather than for commercial purposes, can travel in commercial carriers, and can be housed in temporary facilities. Household pets do not include reptiles (except turtles), amphibians, fish, insects and arachnids, farm animals (including horses), and animals kept for racing purposes. (For the State's definition, contact the CA-EF lead agency responsible for pets.)[17]

In Home Supportive Services (IHSS): Program that helps pay for services provided to eligible persons who are 65 years of age or over, or legally blind, or disabled adults and children so they can remain safely in their own homes.

Joint Information Center (JIC): The JIC structure provides a supporting mechanism to develop, coordinate, and deliver messages to the public. It supports the Incident Commander or Unified Command and the associated elements of the ICS.

Jurisdiction: An entity within a certain geographical area. For purposes of this guidance, Los Angeles County is the geographical area.

Local Assistance Centers (LACs): Provides a single facility at which individuals, families, and businesses can access available disaster assistance programs and services. LACs are normally staffed and supported by local, State, and Federal agency staff, as well as personnel from nonprofit and voluntary organizations.

Los Angeles County Community and Senior Services (CSS): Provides direct services to seniors and at-risk individuals. The department also provides services through a network of more than 500 community agencies that contract with CSS to provide programs for the citizens of LACOA.

Los Angeles County Disaster Healthcare Volunteers: What the statewide Disaster Healthcare Volunteer program is called in LAC. In Los Angeles County There are three volunteer Units that are associated with this program: MRC Los Angeles which is managed by DPH, Long Beach MRC which is managed by the Long Beach Department of Health and Human Services, and the LA County Surge Unit which is managed by DHS. (For more information, please see: www.lacountydhv.org.)

Los Angeles County Office on Aging Call Center: Connects seniors, adults with disabilities, family members, professionals, and the public at large with assistance, referrals, education, and advocacy.

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[17] Evacuee Support Guide. FEMA. July 2009.
http://www.fema.gov/pdf/government/evacuee_support_guide.pdf.

associated with the congregate care of people and/or household pets following a disaster.[19]

Nongovernmental Organization (NGO): A legally constituted, voluntary association of individuals or groups that is neither a governmental agency nor a for-profit enterprise, although it may and often does receive both government and corporate funds. Regardless of funding source, an NGO maintains its status only to the extent that it excludes government representatives from membership or participation.

Nontraditional Shelter: Large, nonconventional sheltering facility—often those generally used for public assembly such as an arena, convention center, cruise ships, vacant buildings, stadiums or recreational fields, parking lots, beaches, campgrounds, farm land, or open lots.[20]

Operational Area: An intermediate level of the State emergency organization, consisting of a county and all political subdivisions within the county area. The Los Angeles County serves as the lead agency for the Los Angeles County OA.

Paratransit: Transportation service that supplements larger public transit systems by providing individualized rides without fixed routes or timetables that are accessible to persons with disabilities and others with access and functional needs. Examples of paratransit services include taxis, dial-a-ride, vanpools, and subscription services.

Personal Assistance Services: Personnel who provide assistance with personal tasks such as eating, mobility, supervision, and personal hygiene to persons with disabilities and others with access and functional needs as well as unaccompanied minors and dependent adults.

Public Information Officer (PIO): The individual at the field or EOC level that has been delegated the authority to prepare public information releases and to interact with the media. Duties will vary depending upon the agency and SEMS level.

Reception Center: A reception center is any site that receives members of an evacuating population (see Evacuation Annex – still in development for details on reception center operations). This may include one or all of the following sites:

Pickup Point (PUP): PUPs are local sites within the impact or at-risk area for the pickup of members of the evacuating population who require transportation and/or other assistance in evacuating.

Evacuation Point (EP): Located within the impacted area, this site is a central gathering location in which evacuees who require transportation and/or other assistance in evacuating are processed and transported out of the area. This

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[19] FEMA National Shelter System Fact Sheet. Accessed online on January 25, 2013, at http://www.fema.gov/public-assistance-local-state-tribal-and-non-profit/recovery-directorate/fema-national-shelter.

[20] International Association of Venue Managers Mega-Shelter Planning Guide and the National Disaster Housing Strategy from the Federal Emergency Management Agency, published January 2009. http://www.fema.gov/pdf/emergency/disasterhousing/NDHS-core.pdf.

Centers have offices throughout California to provide a local resource to help find, access and, as needed, fund the many services available to individuals with autism, cerebral palsy, epilepsy, and intellectual disabilities.

Regional centers can serve as a resource for distributing information to the people served by the regional centers as well as the providers of service with which the regional centers contract regarding emergency preparedness and information about mass care and shelter options following a disaster.[21]

Service Animal: As defined by the ADA, any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability, including assisting individuals with impaired vision, hearing, or mobility; providing minimal protection; or performing rescue work. Service animals are not pets and will remain with their owners at all times.[22]

Shelter: A facility and/or site containing an existing structure or requiring the construction of a temporary structure using non-traditional material (e.g., tents, open air) for the purposes of providing relief and services to affected populations.

Shelter-in-Place: Term meaning to take immediate shelter where you are—at home, work, school, or in between, for example—during a hazardous materials incident when chemical or radiological contaminants are released into the environment.

Speed-to-Scale: Refers to the amount of time it takes to reach a desired goal (e.g., how fast a State opens enough shelters to house 15,000 of the affected population). Speed-to-scale analyzes which resources are necessary (e.g., facilities, cots, staff); the amount of time needed to acquire those resources (e.g., local staff versus staff flown in); and the percentage of the goal reachable at any given time up to achieving 100 percent. The analysis would include methods and strategies for accelerating the speed in which the goal can be reached.

Standardized Emergency Management System (SEMS): A system required by the California Government Code for managing response to multi-agency and multi-jurisdiction emergencies in California. SEMS consists of five organizational levels which are activated as necessary: Field Response, Local Government, Operation Area, Region, and State.

Triage: The method by which individuals are prioritized for assistance.

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[21] For more information regarding Regional Centers, visit http://www.dds.ca.gov/RC/Home.cfm. A list of Regional Centers by county can be found by clicking on the Regional Centers tab and then the Lookup Regional Centers by County tab.
[22] Americans with Disabilities Act of 1990, as Amended. http://www.ada.gov/pubs/ada.htm.

APPENDIX C: SHELTER REGISTRATION AND INTAKE FORMS

American Red Cross Shelter Registration Form

AMERICAN RED CROSS
SHELTER REGISTRATION FORM
Please print all sections

Incident / DR Number & Name: _____

Shelter Name: _____

Shelter City, County/Parish, State: _____

Family Name (Last Name):	Total family members registered: Total family members sheltered:
Pre-Disaster Address (City /State/Zip):	Post-Disaster Address *(if different)* (City/State/Zip):	Identification verified by (Record type of ID; if none, write none):
Home Phone:	Cell Phone/Other:	Primary Language: If primary language is not English, please list any family members who speak English.
Method of Transportation: If personal vehicle plate #/State: *(for security purposes only)*		

INFORMATION ABOUT INDIVIDUAL FAMILY MEMBERS (for additional names, use back of page)

Name (Last , First)	Age	Gender (M/F)	Rm./Cot #	Arrival Date	Departure Date	Departing? Relocation address and phone

Are you required by law to register with any state or local government agency for any reason?
☐ Yes ☐ No If Yes, please ask to speak to the shelter manager immediately.

I acknowledge that I have read/been read and understand the Red Cross shelter rules and agree to abide by them.

Signature _____   Date: _____

CONFIDENTIALITY STATEMENT
American Red Cross generally will not share personal information that you have provided to them with others without your agreement. In some circumstances disclosure could be required by law or the Red Cross could determine that disclosure would protect the health or well-being of its clients, others, or the community, regardless of your preference.

Below, please initial if you agree to release information to other disaster relief, voluntary or non-profit organizations and/or governmental agencies providing disaster relief.

I agree to release my information to other disaster relief, voluntary or non-profit organizations   _____

I agree to release my information to governmental agencies providing disaster relief   _____

By signing here, I acknowledge that I have read the confidentiality statement and understand it.

Signature _____   Date: _____

Shelter Worker Signature _____

After registration, each family should go through the Shelter Initial Intake Form to determine if further assistance or accommodation is needed.

Form 5972 Rev 02/07

For Red Cross Use Only		
Copy Distribution		
1. Shelter registration on-site file - Mass Care	2 Information Management (Data Entry)	3 Client (if requested)

U.S. Department of Health and Human Services Initial Intake Form

INITIAL INTAKE AND ASSESSMENT TOOL – AMERICAN RED CROSS – U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

Date/Time: _____ Shelter Name/City/State: _____ DRO Name/#: _____

Family Last Name: _____

Primary language spoken in home: _____

Does the family need language assistance/interpreter?: _____

Names/ages/genders of all family members present: _____

If alone and under 18, location of next of kin/parent/guardian: _____ If unknown, notify shelter manager & interviewer initial here: _____

Home Address: _____

Client Contact Number: _____   Interviewer Name (print name): _____

INITIAL INTAKE	Circle	Actions to be taken	Include ONLY name of affected family member
1. Do you need assistance hearing me?	YES / NO	If Yes, consult with Disaster Health Services (HS).	
2. Will you need assistance with understanding or answering these questions?	YES / NO	If Yes, notify shelter manager and refer to HS.	
3. Do you have a medical or health concern or need right now?	YES / NO	If Yes, stop interview and refer to HS immediately. If life threatening, call 911.	
4. Observation for the Interviewer: Does the client appear to be overwhelmed, disoriented, agitated, or a threat to self or others?	YES/NO	If life threatening, call 911. If yes, or unsure, refer immediately to HS or Disaster Mental Health (DMH).	
5. Do you need medicine, equipment or electricity to operate medical equipment or other items for daily living?	YES / NO	If Yes, refer to HS.	
6. Do you normally need a caregiver, personal assistant, or service animal?	YES / NO	If Yes, ask next question. If No, skip next question.	
7. Is your caregiver, personal assistant, or service animal inaccessible?	YES / NO	If Yes, circle which one and refer to HS.	
8. Do you have any severe environmental, food, or medication allergies?	YES / NO	If Yes, refer to HS.	
9. Question to Interviewer: Would this person benefit from a more detailed health or mental health assessment?	YES / NO	If Yes, refer to HS or DMH.	*If client is uncertain or unsure of answer to any question, refer to HS or DMH for more in-depth evaluation.
🛑 STOP HERE! 🛑	REFER to:	HS Yes ☐ No ☐ DMH Yes ☐ No ☐	Interviewer Initial _____

DISASTER HEALTH SERVICES/DISASTER MENTAL HEALTH ASSESSMENT FOLLOW-UP

ASSISTANCE AND SUPPORT INFORMATION	Circle	Actions to be taken	Comments
Have you been hospitalized or under the care of a physician in the past month?	YES / NO	If Yes, list reason.	
Do you have a condition that requires any special medical equipment/supplies? (Epi-pen, diabetes supplies, respirator, oxygen, dialysis, ostomy supplies, etc.)	YES / NO	If Yes, list potential sources if available.	
Are you presently receiving any benefits (Medicare/Medicaid) or do you have other health insurance coverage?	YES / NO	If Yes, list type and benefit number(s) if available.	

MEDICATIONS	Circle	Actions to be taken	Comments
Do you take any medication(s) regularly?	YES / NO	If No, skip to the questions regarding hearing.	
When did you last take your medication?		Date/Time.	
When are you due for your next dose?		Date/Time.	
Do you have the medications with you?	YES / NO	If No, identify medications and process for replacement.	

APPENDIX D: SPECIAL DIETARY NEEDS AND MEAL TYPES

A. Special dietary needs populations

1. Dietary constraints including health issues, age, vegetarianism, food sensitivities and allergies, religious and cultural restrictions, and ethnic concerns will be considered in ordering supplies and planning menus.

2. Even though resources may be limited, especially immediately after the event, the needs of those with special dietary needs will be met as soon as resources are available.

3. Priority will be placed on supporting essential health and welfare needs. Other requests will be accommodated when possible based on emergency response requirements and resource availability.

4. Submit resource requests for specialty foods, preparation, or service:

5. Children and infants: infant formula, baby food, and foods suitable for small children (e.g., cereals).

6. Medical and health: meals in consideration of medical and health issues (e.g., food allergies, high blood pressure, diabetes, heart conditions) that limit potential allergies or consumption issues (e.g., vegetarian, low sodium, sugar free, nut-free).

7. Vegetarian, religious, and ethnic populations: meals based on dietary guidelines or preferences (e.g., ethnic varieties based on population demographics, kosher, halal, vegan).

8. Specialty preparation of food items (e.g., pureed, mechanically chopped).

9. Special supplies and adaptive resources (e.g., cups, spoons, straws).

B. Feeding Meal Types

1. Snacks (e.g., crackers, chips, fruit, water, soft drinks, and juice): used during the immediate phase as meal supplements during non-meal times and at temporary locations (e.g., Reception Processing Sites).

2. Full meals, cold (e.g., cold cereals, breakfast pastries, sandwiches, milk, juices, coffee): used during the immediate phase into sustained and recovery phases for some meals such as breakfast and as shelters are closing.

3. Full meals, hot (e.g., protein, vegetable, beverage): used during sustained and recovery phases; one to two meals per day.

APPENDIX E: SHELTER SUPPLIES

A.   Red Cross 100-person Region Shelter Trailer (deployed to most evacuation/shelters that are activated.)

SHELTER SUPPLIES TO SUPPORT PERSONS WITH DISABILITIES AND OTHERS WITH ACCESS AND FUNCTIONAL NEEDS

Commodity Description
Power Back-ups and Support
Power Strips/6 ft. length
Extension Cord: heavy duty, all purpose @ 50 Feet
Extension Cord: heavy duty, all purpose @ 100 Feet
Batteries-Hearing Aid Size 10 A (Turn & Lock)
Batteries-Hearing Aid Size 13 A (Turn & Lock)
Batteries-Hearing Aid Size 312 A (Turn & Lock)
Batteries-Hearing Aid Size 675 (Turn & Lock)
Batteries – AAA
Batteries – 9 VOLT
Batteries – AA
Batteries – C
Batteries – D
Battery Chargers, universal For recharging wheelchair batteries and other battery-powered equipment.
Mobility Items
Canes, quad (large base)
Canes, white (for visually impaired/blind)
Transfer boards (approximately 8" X 30" , w. 2 cut out handles)

Handheld Shower with 84" hose
Shower chairs
Sleeping Items
Universal Cots (add description)
Portable Folding Medical Cots with Mattress Westcot 400
Portable Folding Medical Cots with Mattress Westcot with IV Poles
Rolling Storage & Deployment Racks Westcot # WCR10
Rolling Storage & Deployment Racks Dust Covers, Westcot
Cribs
Foam/Egg crate mattress or pads
Eating and Drinking Items
Large Handle Utensils
Two-handled cups/mugs
Flexible Drinking Straws
Blenders
Sippy Cups
Rubber placemats
Plats with lips (rather than just flat)
Hand-crank puree device
Assistive Feeding devices
Personal Items

APPENDIX F: CHILD SAFETY GUIDANCE

Child Safety Guidance
*for Emergency Evacuation Shelters and
Local Assistance Centers*

Save the Children.

> Save the Children has learned that simple, low-cost and no-cost improvements to the design and location of emergency evacuation shelters, local assistance centers and other locations where children and families congregate before, during and after incidents can dramatically improve the safety and well-being of children and adults who live in them. Although these sites are intended to be temporary, addressing and improving residents' quality of life is important. Below are **best practices** that address children's unique needs and promote child safety and well-being while in temporary locations.

Evacuation and Sheltering
- To the greatest extent possible, keep families, neighborhood and area groups together. Supporting existing social networks contributes to security, particularly of children.

Shelter Dormitory Design
- Designate a clearly delineated physical area where children can play and interact with their peers. The space should be supervised by two or more trained, background-checked adults. Ensure that children of all abilities can use the space. Refer to Save the Children's "Child-Friendly Spaces Program" for detailed guidance on setting up and maintaining Temporary Respite Care for Children (a new National Standard of Mass Care in the US).
- Surround the designated area for children by a family sleeping area, then by single women, then single men and others with more extensive needs.
- Minimize the risk to young children and infants, who may be sleep walkers and/or be at risk of Sudden Infant Death Syndrome, by providing age-appropriate sleeping materials such as portable cribs.

Hygiene and Bathroom Safety
- Women and girls should receive appropriate material and support for menstruation and nursing. It is important that these materials are appropriate and discreet and that women are involved in making decisions about what is provided to them.
- Designate a bathroom for children and families close in proximity to the designated space where children play and in close proximity to the family designated sleeping area.
- Provide separate restroom facilities for each gender, which are well lit to ensure security.
- Designate one staff and/or law enforcement official to monitor each bathroom. Bathrooms are dangerous places for children, especially those with multiple areas and shower facilities.
- Designate shower/bathing facilities with designated times for child bathing and family use and appropriate monitoring by shelter staff/security
- Provide a clean, private area where women can breast feed young infants. Encourage breastfeeding and have lactation consultants on site when possible.
- Provide sterile materials for newborns to bathe in, such as baby basins.
- Make available essential materials for young children such as baby diapers (including various sizes), pull-ups and baby wipes. Include an environmentally sound system for their disposal. Involve mothers in making decisions about what is provided.
- Make available age-appropriate, nutritious food for babies, toddlers and young children.

APPENDIX G: COUNTY PRIORITY RATING SYSTEM FOR SHELTER ACCESSIBILITY

This section describes four priority levels (P1 – P4) for shelter locations. The description of each level is meant to capture the status of the facility at the time the assessment was conducted.

- **P1 site: Immediately Usable and Fully Compliant**
  - Facilities which are currently compliant according to ADA Title II standards as well as the applicable provisions of Title 24 of the California Building Code.
  - Fully ready when transitioned to a shelter operation.

- **P2 site: Usable with Rapid Modifications to Make Fully Compliant**
  - Facilities that are not fully compliant according to ADA Title II standards and/or the applicable provisions of Title 24 of the California Building Code but can be made fully compliant with rapid, temporary modifications and means that may be utilized to accommodate the specific use of the site as a shelter.
  - All temporary modifications will be identified and be either a) worked into the operations checklist for that location if programmatic; or b) staged in place at facility locations or easily deployable and available just in time through MOUs and/or contracts if pre-manufactured solutions.

- **P3 site: Moderate to Long-term Modifications**
  - Facilities that require more substantial modifications or alterations that are not pre-manufactured to comply with ADA Title II standards and/or the applicable provisions of Title 24 of the California Building Code to accommodate the specific use of the site as a shelter but have some elements of accessibility in place.
  - All modifications will be identified to be addressed at a future time.

  Note: These are not desirable as first option shelter sites but could be used as part of a comprehensive shelter operation as long as it is clear and publicly stated that the site is "partially accessible" along with a description of the accessible elements.

- **P4 site: Not Accessible**
  - Facilities that are not fully compliant according to ADA Title II standards and/or applicable provisions of Title 24 of the California Building Code in effect at the time assessments are conducted, or cannot be made fully compliant with temporary modifications and means that may be utilized to accommodate the specific use of the site as a shelter.

APPENDIX H: CALIFORNIA EMERGENCY FUNCTION LIST

LACOA Emergency Functions	LACOA Lead Agency	CA-EF	State Lead Agency	Federal ESF
Transportation	Metro	Transportation	Business, Transportation and Housing Agency	ESF #1—Transportation
Communications		Communications	Office of Chief Information Officer	ESF #2—Communications
Construction and Engineering	Department of Public Works (DPW)	Construction and Engineering	State and Consumer Services Agency	ESF #3—Public Works and Engineering
Fire and Rescue	Los Angeles County Fire Department	Fire and Rescue	California Office of Emergency Services (CA OES) (previously known as Cal EMA)	ESF #4—Firefighting
Management	LACOA Office of Emergency Management (OEM)	Management	CA OES	ESF #5—Emergency Management
Care and Shelter	Department of Public Social Services (DPSS)	Care and Shelter	Health and Human Services Agency	ESF #6—Mass Care, Emergency Assistance, Housing and Human Services
Logistics	Internal Services Department (ISD)	Resources	State and Consumer Services Agency	ESF #7—Logistics Management and Resource Support
Medical and Health	Department of Health Services (DHS), Department of Public Health (DPH) & Department of Mental Health	Public Health and Medical	Health and Human Services Agency	ESF #8—Public Health and Medical Services

Los Angeles County Operational Area

Mass Care and Shelter Annex

August 12, 2015 - DRAFT

Chief Executive Office

Office of Emergency Management

ATTACHMENT IV

AGN. NO._____

MOTION BY MAYOR MICHAEL D. ANTONOVICH   OCTOBER 20, 2015
AND SUPERVISOR HILDA SOLIS

DECLARATION OF A SHELTER CRISIS TO PROVIDE EMERGENCY TEMPORARY SHELTER IN COUNTY PUBLIC FACILITIES

Homelessness in the County of Los Angeles (County) is a significant issue that affects more than 40,000 individuals. Over 28,000 of these individuals are unsheltered, living on the streets and in hidden encampments along rivers, flood control areas, and other rural locations of the County. These unsheltered individuals are at high risk of injury and harm due to exposure to the elements and due to other health, safety and welfare-related circumstances and consequences of being homeless. Further compounding the threat to these individuals' health and safety, weather forecasts predict El Nino conditions that are likely to involve unusually heavy rainfall starting as soon as October 15, 2015 and continuing through March 15, 2016. In anticipation of the onset of the storm season and El Nino conditions, the County is hereby declaring a shelter crisis in accordance with Government Code Sections 8698 et seq. in an effort to facilitate the availability of temporary shelters for persons unable to obtain shelter during this time period.

MOTION

SOLIS   _____

RIDLEY-THOMAS_____

KUEHL   _____

KNABE   _____

ANTONOVICH   _____

The CEO, in consultation with County Counsel and the Departments of Public Works, Public Health, Fire, and Regional Planning intend to complete their evaluation of County and other public facilities within the County, including modular buildings, that could potentially be used for emergency shelter, and where appropriate, expedite the process to ready such facilities for operation as temporary shelters. Pursuant to Government Code Section 8698.1, the CEO and these same County Departments will evaluate which, if any, applicable state or local laws prescribing standards of housing, health or safety, if strictly complied with, would prevent, hinder, or delay the establishment of emergency temporary shelters. For example, there may be County codes that prevent or limit a facility from being used as a homeless shelter; however, these County codes or other applicable state or local laws are temporarily suspended to allow the use of such a facility by the homeless on an emergency basis during the shelter crisis.

In addition, the CEO, in consultation with County Counsel, Public Works, Public Health, Fire, and other appropriate County Departments may choose to adopt health and safety standards or regulations, in place of the suspended standards, to be applied to the emergency shelters and to be operative during the shelter crisis consistent with ensuring public health and safety.

Fire, and Regional Planning, pursuant to Government Code Sections 8698 et seq., to identify and make ready for operation suitable public facilities which are owned, operated, leased or maintained, or any combination thereof by the County.

5. Delegate authority to the CEO or her designee, in consultation with County Counsel and the Departments of Public Works, Public Health, Fire, and Regional Planning, pursuant Government Code Section 8698.1(b), to identify which provisions of any applicable state or local regulatory statute, regulation, or ordinance prescribing standards of housing, health, or safety would in any way prevent, hinder, or delay the mitigation of the effects of the shelter crisis to the extent there was strict compliance with same. This delegation of authority in no way limits the broad suspension of the provisions of any state or local regulatory statute, regulation, or ordinance prescribing standards of housing, health, or safety that occurs by operation of law pursuant to Government Code Section 8698.1 upon the Board's declaration of a shelter crisis.

6. Delegate authority to the CEO or her designee, in consultation with County Counsel and the Departments of Public Works, Public Health, Fire, and Regional Planning, pursuant to Government Code Section 8698.1(b), to adopt and implement any applicable health and safety standards or regulations as applied to the temporary emergency shelters and to be operative during the shelter crisis consistent with ensuring public health and safety.

RESOLUTION OF THE BOARD OF SUPERVISORS OF THE

COUNTY OF LOS ANGELES DECLARING A SHELTER CRISIS TO PROVIDE

EMERGENCY TEMPORARY SHELTER IN COUNTY PUBLIC FACILITIES

WHEREAS, homelessness in the County of Los Angeles (County) is a significant issue that affects more than 40,000 individuals; and

WHEREAS, over 28,000 of these individuals are unsheltered, living on the streets and in hidden encampments along rivers, flood control areas, and other rural locations of the County; and

WHEREAS, these unsheltered individuals are at high risk of injury and harm due to exposure to the elements and due to other health, safety and welfare-related circumstances and consequences of being homeless; and

WHEREAS, weather forecasts predict El Nino conditions that are likely to involve unusually heavy rainfall during the period of October 15, 2015 through March 15, 2016; and

WHEREAS, in anticipation of the onset of the storm season and El Nino conditions, the County wishes to declare a shelter crisis in accordance with Government Code Sections 8698 et seq. in an effort to facilitate the availability of temporary shelters for persons unable to obtain shelter during this time period; and

WHEREAS, Government Code Sections 8698 through 8698.2 permit the governing body of a political subdivision of the state to declare a shelter crisis; and

WHEREAS, Government Code Sections 8698 et seq. provide authority for the County to address the need for emergency temporary shelters when a significant

WHEREAS, the County facilities and possibly other suitable facilities which are owned, operated or leased by the County may be turn-key ready or require minor alterations to act as temporary shelters for the County's homeless population on an emergency basis; and

WHEREAS, the CEO, in consultation with County Counsel and the Departments of Public Works Public Health, Fire, and Regional Planning intend to complete their evaluation of County and other public facilities within the County, including modular buildings, that could potentially be used for emergency shelter and, where appropriate, expedite the process to ready such facilities for operation as temporary shelters; and

WHEREAS, these same County Departments intend to evaluate which, if any, applicable state or local laws prescribing standards of housing, health or safety, if strictly complied with, would in any way prevent, hinder, or delay the establishment of emergency temporary shelters; and

WHEREAS, these same County Departments may choose to adopt health and safety standards or regulations, in place of the suspended standards, to be applied to the emergency shelters and to be operative during the shelter crisis consistent with ensuring public health and safety.

NOW, THEREFORE BE IT RESOLVED by the Board of Supervisors of the County of Los Angeles that:

Section 1. The Board adopts the recitals above as findings and determinations.

Section 2. The Board finds pursuant to Government Code Sections 8698 et seq., during the period of the storm season and forecasted El Nino conditions from October 15, 2015 through March 15, 2016, a significant number of persons within the

ordinance prescribing standards of housing, health, or safety that occurs by operation of law pursuant to Government Code Section 8698.1 upon the Board's declaration of a shelter crisis.

Section 6. The Board delegates authority to the CEO or her designee, in consultation with County Counsel and the Departments of Public Works, Public Health, Fire, and Regional Planning, pursuant to Government Code Section 8698.1(b), to adopt and implement any applicable health and safety standards or regulations as applied to the temporary emergency shelters and to be operative during the shelter crisis consistent with ensuring public health and safety.

Section 7. Direct the Director of Public Works, as the County Engineer, or her designee, to obtain any required state permits for County facilities to meet the Department of Housing and Community Development requirements for modular buildings, if necessary.

Section 8. The Board delegates authority to the CEO or her designee to authorize funding within the existing FY 2015-16 Adopted Budget and execute appropriate contracts for the provision of services at the temporary homeless shelters during the shelter crisis.

Section 9. The Board delegates authority to the CEO or her designee to authorize funding within the existing FY 2015-16 Adopted Budget and utilize and/or enter into appropriate contracts, as necessary, to meet applicable health and safety standards or regulations during the shelter crisis to ensure public health and safety.

The foregoing resolution was on the *(Day)* day of *(Month)* 2015, adopted by the Board of Supervisors of the County of Los Angeles and ex officio the governing body of all other special assessment and taxing districts, agencies and authorities for which said Board so acts.

PATRICK OGAWA
Acting Executive Officer
Board of Supervisors

By _____
                        Deputy

APPROVED AS TO FORM:

MARY C. WICKHAM
Interim County Counsel

By _____
    Lillian Salinger

    Deputy County Counsel

    Public Works Division

LDS

ATTACHMENT V

OFFICE OF EMERGENCY MANAGEMENT

OUTREACH TOOLS TO THE HOMELESS POPULATION

MARKETING DOCUMENTS

- Daily pick-up locations and times for free rides to the shelters
- Winter Shelter Hotline flyer (free rides)
- Emergency – Danger warning signs
- Los Angeles County's Augmented Winter Shelter Program Fact Sheet